

**DISCUSSION OF PERFORMANCE MEASUREMENTS DATA FOR HOT  
CUTS AND UNE LOCAL LOOPS**

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Attachments:

- 1 Alabama Results for Hot Cuts and UNE Local Loops

**ALABAMA PERFORMANCE MEASUREMENT DATA DEMONSTRATE THAT**

**BELLSOUTH PROVIDES NONDISCRIMINATORY PERFORMANCE FOR**

**HOT CUTS AND UNE LOCAL LOOPS**

**A. INTRODUCTION**

1. Hot Cut and other UNE Local Loop data for November 2002 through October 2003 are included with this Exhibit as Attachment 1. These performance data indicate whether each sub-metric demonstrates parity performance by comparing the CLEC data to the applicable retail analogue or benchmark as stated in the SQM.
2. BellSouth will first discuss the overall Hot Cut performance in detail and then follow up with other performance data for UNE Local Loops in Alabama. All data will include BellSouth's performance for the months of November 2002 through October 2003.
3. A high level summary of the measurement results indicates the high level of service that BellSouth provides as follows. BellSouth met the Coordinated Customer Conversion 15-minute benchmark for over 94% (64 of 68) of all cutovers in the past 12 months in Alabama. This measurement calculates the average time it takes to disconnect an unbundled loop from the BellSouth switch and cross connect it to the CLEC equipment. For UNE Local Loops, BellSouth processed 97% of all LSRs by the required benchmark interval during the period. BellSouth met the performance standard for 93% of the provisioning sub-metrics and 95% of the maintenance &

repair sub-metrics during the 12-month period. BellSouth also met the performance standard for 95% of all collocation sub-metrics during this period.

4. BellSouth has maintained high performance levels over the past twelve months in Alabama for all of its customers, both retail and wholesale. The APSC established high performance thresholds for BellSouth to meet.

## **B. SUMMARY OF MEASUREMENTS**

5. The SQM Hot Cut measures discussed in this Exhibit include the following:
  - (P-7) Coordinated Customer Conversions
  - (P-7A) Hot Cut Timeliness
  - (P-7C) % Provisioning Troubles within 7 days of Hot Cut
6. BellSouth has included the following SQM measures associated with Ordering, Provisioning in addition to the hot cut measurements referenced above and Maintenance & Repair functions for UNE local loops in Alabama in this analysis:
  - Ordering
    - i. (O-8) Reject Interval - Fully Mechanized, Partial Mechanized and Non Mechanized
    - ii. (O-9) FOC Timeliness - Fully Mechanized, Partial Mechanized and Non Mechanized

- iii. (O-11) FOC and Reject Response Completeness - Fully Mechanized,  
Partial Mechanized and Non Mechanized
- iv. (O-3) Flow Through – UNE Other products
- v. (O-10) Service Inquiry with Firm Order
- Provisioning (in addition to the hot cut measurements)
  - i. (P-1) Mean Held Order Interval
  - ii. (P-2) Average Jeopardy Notice Interval (Mechanized)
  - iii. (P-2) % Jeopardy Notice  $\geq$  48 Hours (Mechanized)
  - iv. (P-4) Order Completion Interval
  - v. (P-3) Missed Installation Appointments
  - vi. (P-9) Provisioning Troubles within 30 Days
  - vii. (P-5) Average Completion Notice Interval (Mechanized)
  - viii. (P-8) Cooperative Test Attempts for DSL
  - ix. (P-11) Service Order Accuracy (Design & Non Design)
  - x. (P-13) LNP Disconnect Timeliness
- Maintenance & Repair
  - i. (M&R-1) Missed Repair Appointments
  - ii. (M&R-2) Customer Trouble Report Rate
  - iii. (M&R-3) Maintenance Average Duration
  - iv. (M&R-4) Repeat Troubles within 30 Days

7. The Collocation Measures included with this filing are:

- (C-1) Average Response Time



- (C-2) Average Arrangement Time
  - (C-3) Due Dates Missed
8. BellSouth has included the latest performance data with this filing for November 2002 through October 2003. When errors in the data occur, BellSouth must repost these data errors in accordance with the Commission's approved reposting policy. During this 12-month period, the only reposted data that impact the results included in this filing are for March and April of 2003 for UNE Other and UNE-P Flow Through. The data, as reposted for these two months, are reflected in the results provided herein.
9. Each month BellSouth files a Notice of Proposed Changes to performance measurements and holds a conference call to discuss them with the CLECs. Any changes in the method of calculating data are listed in the Notice. BellSouth has notified the APSC and the CLECs of upcoming changes to its measures for October through February data months that could affect data in the months used in this analysis. The notification items potentially affecting the data included with this exhibit are as follows:

**October 2003**

**Ordering Measurements**

- (1) *Affected Measures in Exhibit: O-8, O-9 & O-11*

*Description of Change:* For LENS (WEB), and TAG LSRs, PMAP is currently using the timestamp from LEO or LNP, where a timestamp is not available in the interface. BellSouth proposes to use a new time stamp in SGG, where SGG is available, which is closer to the CLEC interface. This proposed change was Item (1) on the Preliminary October 2003 Data Notification filed on August 1, 2003. (RQ2028 & RQ3978)

*Impact of Change:* Intervals will be slightly longer but BellSouth does not expect an impact on overall results.

### **Provisioning Measurements**

(5) *Affected Measure in Exhibit:* P-3

*Description of Change:* Currently, certain denial and restoral orders are being classified inappropriately as missed appointments. Denial/Restoral Orders are bulk completed in the switch. However, the recorded completion date is the date that SOCS completes the bulk orders reflecting the denial and restoral of service. If the bulk completion occurs after the appointment day, these orders are being incorrectly counted as a BellSouth missed appointment even though there is no missed appointment code on the order. If the appointment was missed, the order would reflect a missed appointment code input by the RCMAG organization. BellSouth proposes counting only records with a valid missed appointment code in the numerator of this measure. This proposed change was Item (4) on the Preliminary October 2003 Data Notification filed on July 1, 2003. (RQ3074)

*Impact of Change:* For May 2003 for both Retail and Wholesale, 198 of 3,337,331 records (0.0005%) were marked as missed appointments without a valid missed appointment code.

(6) *Affected Measures in Exhibit:* P-1, P-2, P-3, P-4, P-5, P-6, & P-9

*Description of Change:* Station Worked On (SWO) codes are the section of the completed service order that describes the number of lines worked on, which is used to determine in which circuit category to report the order (<10, >=10). Currently, PMAP is using the wrong table to determine the SWO code. BellSouth proposes using the correct table. This proposed change was Item (7) on the Preliminary July 2003 Data Notification filed on May 1, 2003. (RQ3215)

*Impact of Change:* For January 2003 in Alabama, only 1 of 709,109 wholesale and retail orders was incorrectly identified, resulting in a .00014% difference in reported records.

(8) *Affected Measure in Exhibit:* P-5

*Description of Change:* Currently, the ending timestamp for Average Completion Notice Interval is the first timestamp indicating that a completion notice was sent. In some cases, this initial notice is misleading because the order may be updated

before it goes to final completion status and a final notice is sent. The code will be modified to only report the notify timestamp when the order goes to final completion status. This proposed change was Item (5) on the Preliminary October 2003 Data Notification filed on July 1, 2003, but has been expanded to include Georgia. (RQ3914 & RQ4120)

*Impact of Change:* In May 2003, for 294,837 records in Alabama, the average duration was 1.117 hours. With this change, the average duration would be 1.120 hours. In June 2003, of 19,985 records sampled in Georgia, the ACNI duration increased from .71 hours to .80 hours.

### **November 2003**

#### **Ordering Measurements**

(2) *Affected Measures in Exhibit:* O-8, O-9 & O-11

*Description of Change:* With Encore Release 14.0, BellSouth will implement the ability to electronically process groups of related PONs (RPONs) submitted by the CLECs. To accommodate this new capability, BellSouth proposes to use the timestamp associated with the last PON received of any RPON group. This proposed change was item two (2) on preliminary November 2003 Data Notification filed on September 2, 2003. (RQ4381)

*Impact of Change:* Information required to determine impact is not available.

### **December 2003**

#### **Provisioning Measurements**

(5) *Affected Measure in Exhibit:* P-7

*Description of Change:* Currently, hot cuts with durations equal to fifteen minutes are being counted as misses. BellSouth proposes counting these hot cuts as met, consistent with the SQM. This proposed change was Item (2) on the Preliminary December 2003 Data Notification tiled on October 1, 2003. (RQ4326)

*Impact of change:* Regional results for June 2003 would increase by 0.28%.

#### **M&R Measurements**

(7) *Affected Measures in Exhibit:* MR-1, MR-2, MR-3 & MR-4

*Description of Change:* Currently, BellSouth is unable to identify the wire center on some retail services provided over Fiber in the Loop (F/TL). BellSouth proposes using the wire frame code for these services to identify the wire center. This proposed change was Item (4) on the Preliminary December 2003 Data Notification filed on October 1, 2003. (RQ4366)

*Impact of Change:* Based on August 2003 data the ADSL provided to Retail trouble report rate would increase .36%.

### **January 2004**

#### **Ordering Measurements**

(1) *Affected Measures in Exhibit:* O-8, O-9 & O-11

*Description of Change:* In addition to the current fields, BellSouth proposes to use the LSR Local Serving Office to more accurately identify the state to which the order should be assigned. This change will permit some records currently going to an error file due to an unidentified state code to be included in the data. This proposed change was Item (1) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4586)

*Impact of Change:* For August 2003, 1456 CLEC orders in the region, with an unidentified state code, could be correctly identified using the new criteria.

(2) *Affected Measure in Exhibit:* O-11

*Description of Change:* For manual LSRs, the denominator of measure O-11 erroneously includes FOCs/Rejects for LSRs received in the prior month in addition to LSRs received in the data month. BellSouth proposes to correct both of these problems. This proposed change was Item (2) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4601)

*Impact of Change:* For August 2003, for Measure O-11, 586 of 30,340 (1.93%) manually submitted LSRs should not have been counted in the denominator. This change will increase the performance of O-11 (non-mechanized) from 94.88% to 96.75%.

(3) *Affected Measures in Exhibit:* O-8, O-9 & O-11

*Description of Change:* Currently, the PMAP code is not utilizing certain criteria that correctly identify an LNP LSR as Partially Mechanized. In these cases, the LSR is assigned as Fully Mechanized. BellSouth proposes to change the code to

utilize these additional criteria. This proposed change was Item (3) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4623)

*Impact of Change:* For July 2003, 29 of 6,609 LNP orders were misclassified as Fully Mechanized.

### **Provisioning Measurements**

(6) *Affected Measures in Exhibit:* P-7C

*Description of Change:* Currently, BellSouth does not include non-coordinated conversions for the Provisioning Trouble in 7 Days Measure. BellSouth proposes to include these orders as required by the SQM. This proposed change was Item (5) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4128)

*Impact of Change:* For May 2003, there were 17 non-coordinated conversions that were not reported, none of which had troubles.

(7) *Affected Measure in Exhibit:* P-1 (Alabama and Tennessee only)

*Description of Change:* BellSouth currently does not include held orders, which were actually completed (and service was delivered) in the current month, but the completion was not posted in SOCS until the following month. This circumstance would occur when orders are completed near the end of the month and posting of the completion in SOCS is delayed into the following month. BellSouth proposes modifying the processing to include these held orders in the measure. This proposed change was Item (6) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4207).

*Impact of Change:* For June 2003, 3 additional records would be included in the wholesale results. Minimal change to reported result.

(8) *Affected Measure in Exhibit:* P-8

*Description of Change:* For this measure, all orders completed in the data month should be reflected in the data. Currently, the original due date is used to determine the data month for SQM data and the date the data was extracted by PMAP is used to determine the data month for MSS data. BellSouth proposes to use the completion date to determine the month in which data is reported on all

reports. This proposed change was Item (7) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4308)

*Impact of Change:* For June 2003, there were 495 total orders, one of which should have been included in the July data. Moving the orders to July data would result in a .2% change in the volume.

(9) *Affected Measures in Exhibit:* All Provisioning Measures

*Description of Change:* BellSouth has discovered that Special Access services are erroneously being included in certain of the BellSouth Retail Analog data. BellSouth proposes to remove these records, as they are not retail services. This proposed change was Item (8) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4522)

*Impact of Change:* Less than 1% volume impact in July 2003 data.

(11) *Affected Measures in Exhibit:* All Provisioning Measures

*Description of Change:* Service orders occasionally appear in the data with an issue date that is later than the due date, resulting in a negative interval. When this occurs, BellSouth proposes to use the earliest timestamp that appears in the SOCS history file as the issue date. If this date is later than the due date, which generally occurs when a new or change order was issued solely to correct records, BellSouth proposes to exclude the record. This proposed change was Item (10) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4540)

*Impact of Change:* For August 2003, 3725 of 4,482,341 (.08%) wholesale and retail orders had negative durations.

### **M&R Measurements**

(13) *Affected Measures in Exhibit:* All

*Description of Change:* BellSouth has discovered that Special Access services are erroneously being included in certain of the BellSouth Retail Analog data. BellSouth proposes to remove these records, as they are not retail services. This proposed change was Item (12) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4550)

*Impact of Change:* Less than 1% volume impact in July 2003 data.

**February 2004**

**Ordering Measurements**

- (1) *Affected Measures:* OSS-1, OSS-2, and all Pre-Ordering & Ordering Measures

*Description of Change:* In anticipation of Encore Release 15.0 and the associated modifications to the sequence of data fields from BellSouth's source systems (e.g., LEO, LESOG, etc.), BellSouth proposes changes to PMAP to ensure that data is being correctly captured and reported. This proposed change was Item (1) on the Preliminary February Data Notification filed on December 1, 2003.

Impact of Change: None

**Provisioning Measurements**

- (5) *Affected Measures:* All Provisioning Measures

*Description of Change:* Certain field identifiers (FIDs) that correspond to ADSL products are not being classified as ADSL. BellSouth proposes to correct this problem. This proposed change was Item (6) on the Preliminary February Data Notification filed on December 1, 2003. (RQ4624)

*Impact of Change:* For August 2003, 104 wholesale and retail records in the region would be considered ADSL products, which is an increase of .10% in the number of ADSL records.

**M&R Measurements**

- (7) *Affected Measures:* MR-2

*Description of Change:* Currently, BellSouth is over-counting lines for 2-wire analog loop non-design. Due to a change in the source system data, each end of the circuit is being counted as an individual line. BellSouth proposes to correct this problem. This proposed change was Item (8) on the Preliminary February Data Notification filed on December 1, 2003. (RQ4664)

*Impact of Change:* CLEC CTRR for 2-wire analog loops non-design will approximately double.

- (8) *Affected Measures:* MR-1, MR-2, MR-3, MR-4 & MR-5

*Description of Change:* Currently, some CLEC records have either an invalid or null OCN code. BellSouth cannot therefore identify the proper company on the records. Bellsouth proposes to use the ACNA code on the records to determine the correct company id where the OCN value is invalid or null. This proposed change was Item (9) on the Preliminary February Data Notification filed on December 1, 2003. (RQ4674)

*Impact of Change:* Change to CTRR is less than half of one percent.

10. None of the above notice items impacted the data to the extent that reposting would be required.

11. The following paragraphs that discuss BellSouth's Hot Cut and UNE Local Loop performance in Alabama provide empirical evidence that demonstrate that BellSouth provides nondiscriminatory access to UNE Loops. Except where noted, all measures and sub-metrics indicate state level results for the CLEC aggregate and BellSouth retail analogues.

### **C. BELL SOUTH'S HOT CUT PERFORMANCE IN ALABAMA**

12. Attachment 1 to this Exhibit provides detailed data for BellSouth's performance measurements for Hot Cuts that provide comparative performance data to facilitate the evaluation of compliance with the section 271 requirements. Attachment 1 consists of the charts for the measurements referenced in the remainder of this exhibit. Each chart has a number, such as B.2.12 and this number is included with the heading on the following paragraphs.



**Coordinated Conversions – Hot Cuts**

13. BellSouth's SQM measures included with this Exhibit provide the Alabama Commission sufficient evidence to evaluate the extent to which BellSouth complies with the Commission's requirements regarding the timeliness of coordinated cutovers. A cursory review of the data shows that BellSouth met 21 of the 23 sub-metrics with CLEC activity from November 2002 through October 2003. This strong performance indicated by a cursory view is further supported by the more detailed analyses that follow and indicates BellSouth's commitment to performing hot cuts timely and accurately for CLECs in Alabama. These results, both individually and collectively, demonstrate that BellSouth's performance does not pose a barrier for market entry for the CLECs.

**Coordinated Customer Conversions (B.2. 12)**

14. This report measures the average elapsed time it takes to disconnect an unbundled loop from the BellSouth switch and cross connect it to the CLEC equipment. For the coordinated conversions (i.e., hot cuts), BellSouth in Alabama met the 15-minute benchmark for 60 of the 64 scheduled conversions (lines) or 93.75% for the 12-month period. The average interval for each cutover was 7:36 minutes (minutes: seconds) during this period. There were a total of 4 lines in January 2003 that required over 15 minutes to cut because of an IDLC issue. Some of the other states have added a disaggregation for IDLC lines that has a 4-hour benchmark for the hot cut interval, instead of the 15-minute benchmark. All of these 4 lines would have met the 4-hour

benchmark, if provided. Excluding those 4 lines, BellSouth averaged 2:16 minutes (minutes: seconds) for each cutover during this period.

% Hot Cuts > 15 minutes Early (B.2.13)

15. This measure reflects the extent to which BellSouth begins a hot cut more than 15 minutes before the agreed upon start time. During the period of November 2002 through October 2003, BellSouth in Alabama performed 16 hot cuts (orders). This measure includes the actual number of orders instead of the individual lines as shown in the Coordinated Customer Conversions measure B.2.12 above. The order has a specific start time to begin the cutover of the series of lines on that order. For the entire 12-month period, there were no orders with an actual beginning time in excess of the 15 minutes allowed. The resulting performance met or exceeded the 5% benchmark all 6 of the sub-metrics with CLEC activity.

Hot Cut Timeliness (B.2.14)

16. This category measures the percentage of orders where the cut begins within 15 minutes of the requested start time of the order. There were a total of 16 hot cuts (orders) during November 2002 through October 2003, and 100% of these were within the 15-minute cutover criteria. There were no missed sub-metrics out of the 6 with CLEC activity during the period.

% Hot Cuts > 15 minutes Late (B.2.15)

17. This measure reflects the extent to which BellSouth begins a hot cut more than 15 minutes after the agreed upon start time. During the period of November 2002 through October 2003, BellSouth in Alabama performed 16 hot cuts (orders). There were no late order cutovers over the period, which exceeded the 5% benchmark in each of the 12 months with CLEC activity.

% Provisioning Troubles within 7 days of the Hot Cut (B.2.17)

18. The percent of completed service orders that had a trouble reported within 7 days of completion associated with a Hot Cut Conversion measures the quality and accuracy of Coordinated Customer Conversion activities. BellSouth in Alabama met the Commission established benchmark for 8 of 9 of the sub-metrics that had CLEC activity in November 2002 through October 2003. In February 2003, there was 1 trouble reported for the 19 lines cutover or 5.26%. With less than 20 lines there can be no troubles reported and still meet the 5% benchmark.

**D. BELL SOUTH'S PERFORMANCE IN ALABAMA FOR UNE LOCAL LOOPS**

19. Attachment 1 to this Exhibit provides detailed comparative performance data for UNE Local Loops to facilitate evaluation of the extent to which nondiscriminatory performance is provided. BellSouth's SQM measures show that BellSouth provides high quality performance for CLECs in Alabama.

20. BellSouth has included the following disaggregations within the UNE Local Loop

data with this filing:

- xDSL – this includes ADSL, HDSL and UCL except UCL-ND
- UCL-ND (There was no valid ordering or provisioning activity during the past year for this sub-metric in Alabama)
- UNE ISDN Loops – this includes BRI, PRI and UDC
- UNE 2W Analog Loops Design with and without LNP
- UNE 2W Analog Loops Non Design with and without LNP
- EELs
- Local Interconnection Trunking

21. In some states such as Alabama, there is very little CLEC activity for certain products such as UCL-ND as indicated above. Also, a detailed analysis has indicated that the UNE 2W Analog Loops Non-Design with and without LNP has little, if any ordering and provisioning activity in Alabama. While there is very little empirical data for these sub-metrics in ordering and provisioning in Alabama, BellSouth's other products such as DSL or 2W Analog Loop Design and its performance in states with more volume would indicate that BellSouth would provide the same excellent service levels to the CLECs, if these products were requested.

These categories were chosen because they appear to cover all of the likely products that a CLEC would order to convert from UNE-P to UNE Loops (UNE-L) when unbundling switching is no longer required.

### **UNE Ordering Measures**

22. Items B.1.1 – B.1.16, C.1.2 – C.1.4 show data for Reject Interval, FOC Timeliness, and FOC & Reject Response Completeness. These reports are disaggregated by interface type (electronic, partially electronic and manual), as well as product type. BellSouth will discuss the ordering measures at the aggregate level. For many of these sub-metrics, the individual sub-metrics contain such small volumes that it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

### **Reject Interval**

23. Items B.1.4 - B.1.8, C.1.2 examine the Reject Interval for BellSouth in Alabama.

BellSouth demonstrated strong performance in this category with 974 of the 1,037 LSRs (94%) returned to the CLEC within the specified benchmarks during the months of November 2002 through October 2003. BellSouth has provided excellent performance in the three interface categories (electronic, partially electronic and manual) as well.

#### **Reject Interval / Electronic (B.1.4.)**

24. For orders submitted electronically, the benchmark is a very stringent - 97% returned within one hour. Fully mechanized is defined as an order that is submitted

electronically and does not require any manual handling by a service representative.

BellSouth met the one-hour benchmark for 517 of the 559 LSRs (92%) returned to the CLECs in the 12-month period.

25. For those LSRs for which BellSouth did not meet the benchmark, BellSouth has conducted a detailed root cause analysis of the process for electronic rejects. The root cause analysis has identified three issues that account for a significant portion of the LSRs that are rejected back to the CLEC and missed the 1-hour benchmark. These three issues and their corresponding status are as follows:

<b><u>ISSUE</u></b>	<b><u>STATUS</u></b>
1. Errors are being detected with Listing LSRs. When a CLEC sends in an LSR for a Listing on a new account and completes the LSR properly, a FOC will be returned. However, if that account is found to be already active, then the order cannot be provisioned. The LSR is manually rejected and returned to the CLEC. If the LSR was submitted as a record only change to the directory listing, this would not be an issue. A Feature was implemented that will autoclarify the error prior to issuance of an FOC for this condition.	1. Feature implemented with Release 12.0 on 3/30/03.
2. Errors are being detected for LSRs that are Planned for Manual Fallout, but are being counted as Fully Mechanized. Such LSRs are designed to be worked by a service representative. If a CLEC calls regarding an LSR and the service representative retrieves the record outside of their normal process for retrieving orders, the LSR is not properly counted as Partially Mechanized because the proper service representative information is not populated and PMAP counts the LSR as Fully Mechanized. The LSR does not	2. Feature implemented with Release 13.0 on 6/22//03

reflect that it was handled by the service representative and therefore is counted as fully mechanized.	
3. Errors are being detected for LSRs with errors that require manual intervention, but are being counted as Fully Mechanized. LSRs are submitted, but then encounter an error that cannot be handled by the system. The LSR is manually rejected and returned to the CLEC.	3. Feature implemented with Release 13.0 on 6/22/03

26. With the implementation of Release 13.0 with May data, BellSouth has met the 1-hour benchmark for 243 of the 254 (96%) of the rejected LSRs for May through October 2003. Importantly, none of these changes were to correct a problem with the systems. Two of the changes simply corrected conditions that caused BellSouth to understate its performance and the third required a change in both CLEC and retail order processing. BellSouth continues to review the small number of rejected LSRs that did not meet the 1-hour benchmark for potential system issues.

Reject Interval / Partially Electronic (B.1.6.)

27. For orders that are submitted electronically but require additional handling by a BellSouth service representative, the benchmark was 85% within 10 hours. BellSouth returned 107 of 122 LSRs (88%) within the 10-hour benchmark for November 2002 through October 2003.

28. To address the remaining LSRs that were not returned within the 10-hour benchmark,

BellSouth conducted a detailed raw data analysis that has revealed three areas

associated with the mechanized portion of the partially mechanized LSRs:

– BellSouth experienced delays in processing LSRs submitted via the EDI system.

During September and October 2003, this problem was corrected. The EDI CPUs and hard drives were replaced as well as additional CPU capacity installed. Also, additional pathways between the EDI translator and down stream Legacy systems were added. Finally, the electronic processing of certain administrative and archival activities was removed from the EDI translator to reduce overall processing time of the LSRs.

– Some LSRs experience delays in resolving incorrect connecting facility assignments (CFA) by the CLECs. BellSouth has determined that when an incorrect CFA is provided, it is being assigned an error status for further correction. Additional analysis is being performed to determine if the resolution is being delayed by a system problem or if the service representatives are not handling the corrections in a timely manner.

– LSRs are dropping out for manual handling because of an error discovered after a FOC was returned to the CLEC. There are instances where an error is discovered as the Service Order begins to process through the provisioning systems. Due to the way the ordering and provisioning systems interact, it is not



feasible for the order processing systems to query the provisioning system to detect these errors, prior to sending the FOC. Thus, when the error is detected as the Service Order begins to process, the reject is returned to the CLEC, but the time interval is measured from when the LSR was first received, resulting in an unusually long reject interval. It may be appropriate to exclude these types of rejects from the reject interval measurement and this exclusion can be addressed in the next periodic review of measurements. There are only small quantities of cases where the types of conditions that cause BellSouth to miss the standard occur, averaging about 65 per month. These volumes make it extremely difficult to duplicate the event that caused the problem, so that the problem can be corrected. Importantly, the small volume of misses indicates that performance is not having a significant adverse impact on CLECs.

Reject Interval / Manual (B.1.8./C.1.2)

30. For orders that are submitted on a non-mechanized basis, the benchmark is 85% within 24 hours. BellSouth met or exceeded the 24-hour benchmark for 350 of 356 LSRs (98%) rejected for November 2002 through October 2003, well above the 85% requirement.

**FOC Timeliness**

31. Items B.1.9 - B.1.13, C.1.3 examine the FOC Timeliness for BellSouth in Alabama.

The overall results for these measurements in Alabama demonstrate BellSouth's

strong performance in providing CLECs timely, nondiscriminatory access to BellSouth's pre-ordering and ordering systems. During the 12-month period of November 2002 through October 2003, BellSouth met the specified time interval for 3,768 of the 3,873 FOCs (97%) returned.

FOC Timeliness / Electronic (B.1.9.)

32. For orders submitted electronically, the benchmark is 95% of the FOCs returned within 3 hours. During the November 2002 through October 2003 time period, 2,666 of the 2,715 FOCs returned (98%) met the 3-hour benchmark.

FOC Timeliness / Partially Electronic (B.1.12.)

33. For partially mechanized orders, the benchmark is 85% returned within 10 hours. BellSouth returned FOCs for 417 of the 460 partially electronic LSRs (91%) submitted by the CLECs within the 10-hour criteria for the months of November 2002 through October 2003.

34. To address the remaining LSRs that were not returned within the 10-hour benchmark, BellSouth conducted a detailed raw data analysis that has revealed three areas associated with the mechanized portion of the partially mechanized LSRs:

-A number of FOCs were entered into the system within the benchmark but were not counted correctly due to repeated attempts to respond to the CLEC. BellSouth met its requirement of initially returning the FOC within the 10-hour benchmark. However, because of a system error the performance was stated incorrectly. The issue does not affect BellSouth's performance for returning the FOC to the CLEC; it is just understating BellSouth's performance.

-BellSouth experienced delays in processing LSRs submitted via the EDI system.  
See detailed explanation included with Reject Interval B.1.12 for this issue.

-Some CLECs are requesting that certain auto clarified (rejected) LSRs be corrected and processed without the CLEC resubmitting a new version of the existing LSR. In specific cases, some LSRs are being corrected and put into the ordering systems without receiving a new LSR from the CLEC. This causes the FOC to exceed the 10-hour benchmark. This is due to the fact that the beginning timestamp is not changed from the time the LSR was initially submitted by the CLEC, and as a result the entire time is included in the interval. This interval will almost always exceed the 10-hour FOC benchmark. In an effort to provide good customer service, BellSouth is meeting the request of the CLECs but this causes the FOC benchmark to be exceeded.

35. For non-mechanized orders, the benchmark is 85% returned within 36 hours.

BellSouth in Alabama returned FOCs for 685 of the 698 manual LSRs (98%) submitted by the CLECs within the 24-hour criteria for the months of November 2002 through October 2003.

**FOC and Reject Response Completeness**

36. Items B.1.14 - B.1.16, C.1.4 examine the FOC and Reject Response Completeness for BellSouth in Alabama. The overall results for these measurements in Alabama demonstrate BellSouth's strong performance in providing CLECs timely, nondiscriminatory access to BellSouth's pre-ordering and ordering systems. During the 12-month period of November 2002 through October 2003, BellSouth met the benchmark for 4,675 of the 4,867 FOCs and/or Rejects (96%) returned.

**FOC and Reject Response Completeness / Electronic (B.1.14.)**

37. For orders submitted electronically, the benchmark is 95% of the FOC and Reject Responses returned to the CLECs. During the November 2002 through October 2003 time period, 3,241 of the 3,390 LSRs (96%) had responses returned to the CLECs.

**FOC and Reject Response Completeness / Partially Electronic (B.1.15.)**

38. For partially mechanized orders, the benchmark is 95% of the FOC and Reject Responses returned to the CLECs. BellSouth returned responses to the CLECs for

531 of the 559 partially electronic LSRs (95%) submitted by the CLECs for the months of November 2002 through October 2003.

FOC and Reject Response Completeness / Manual (B.1.16./C.1.4)

39. For non-mechanized orders, the benchmark is 95% of the FOC and Reject Responses returned to the CLECs. BellSouth in Alabama returned responses for 903 of the 918 manual LSRs (98%) submitted by the CLECs for the months of November 2002 through October 2003.

Flow-Through / UNE Other (F.1.1.7)

40. Beginning in March 2003, BellSouth added UNE-P and UNE Other disaggregations to regional Flow-Through as required by the GPSC. The following data provides the percent flow through for UNE Other (mostly UNE Loop performance) for March through October 2003. (UNE Other is defined as the total UNE LSRs minus the UNE-P LSRs.)

<b>% OF UNE OTHER LSRs MEETING FLOW THROUGH BENCHMARK (85%) REGION</b>			
<b><u>Month</u></b>	<b><u># LSRs Submitted</u></b>	<b><u># LSRs Meeting Benchmark</u></b>	<b><u>Percentage</u></b>
Mar '03	10,911	9,348	85.68%
Apr '03	11,089	9,634	86.88%
May '03	11,081	9,413	84.95%
Jun '03	12,703	11,150	87.77%
Jul '03	13,367	11,600	86.78%
Aug '03	13,103	11,294	86.19%
Sep '03	12,391	10,365	83.65%

<b>% OF UNE OTHER LSRs MEETING FLOW THROUGH BENCHMARK (85%) REGION</b>			
<b><u>Month</u></b>	<b><u># LSRs Submitted</u></b>	<b><u># LSRs Meeting Benchmark</u></b>	<b><u>Percentage</u></b>
Oct '03	15,393	13,147	85.41%
<b>TOTAL</b>	<b>100,038</b>	<b>85,951</b>	<b>85.92%</b>

Flow-Through / LNP (F.1.3.1)

41. The following data provides the percent flow through for LNP for November 2002 through October 2003.

<b>% OF LNP LSRs MEETING FLOW THROUGH BENCHMARK (85%) REGION</b>			
<b><u>Month</u></b>	<b><u># LSRs Submitted</u></b>	<b><u># LSRs Meeting Benchmark</u></b>	<b><u>Percentage</u></b>
Oct '02	13,004	11,253	86.53%
Nov '02	12,747	10,894	85.46%
Dec '02	9,405	7,788	82.81%
Jan '03	6,181	5,098	82.48%
Feb '03	4,238	3,240	76.45%
Mar '03	5,306	4,085	76.99%
Apr '03	4,649	3,711	79.82%
May '03	4,493	3,444	76.65%
Jun '03	4,973	4,130	83.05%
Jul '03	6,646	5,743	86.41%
Aug '03	7,188	6,084	84.64%
Sep '03	6,902	5,445	78.89%
Oct '03	8,195	6,064	74.00%
<b>TOTAL</b>	<b>68,176</b>	<b>54,832</b>	<b>80.43%</b>

42. BellSouth filed a flow-through improvement plan progress report with the Florida Commission on September 11 and December 12, 2003. The following excerpts highlight the efforts being made to improve flow-through.

Flow-through Improvement Efforts

BellSouth's additional Flow-Through Improvement (FTI) project that began in August 2002 continues to focus solely on reducing or eliminating items classified as "BST errors" in the current flow-through process. Seventy-three features and defect corrections to improve flow-through have been implemented through Release 13.0 on June 22, 2003.

BellSouth's FTI project (summarized below) has consistently improved flow-through rates for Residential Resale, Business Resale, UNE, and LNP segments from August 2002 through July 2003. BellSouth's commercial data for July 2003 demonstrates the efforts placed upon meeting the benchmarks established by this Commission – and BellSouth's success in so doing. According to the Alabama Service Quality Measurement Plan, (NC adopted Georgia Version 1.0 dated April 6, 2001) the benchmarks for the segments of Percent Flow-Through Service Requests are provided below along with July 2003 results:

<b><u>SQM FLOW-THROUGH</u></b> <b><u>SEGMENTS</u></b>	<b><u>BENCHMARKS</u></b>	<b><u>JULY 2003</u></b> <b><u>RESULTS</u></b>
Residence Resale	95%	97.25%
Business Resale	90%	88.82%
Unbundled Network Elements (UNE)	85%	95.38%
Local Number Portability (LNP)	85%	86.41%

The guidelines for the FTI project are as follows:

1. This project is focusing solely on reducing or eliminating items classified as "BST errors" in the current flow-through reporting process. BST errors require manual review by the Local Carrier Service Center ("LCSC"), and

are due to BellSouth's functionality. In other words, the CLEC orders are accepted by the BellSouth OSS and then the orders fall out for BST manual intervention. This 'fallout' is categorized into Error Buckets or Error Codes.

2. This project has added information technology resources, over and above those that would be designated for the normal release capacity allocation, and does not affect the capacity already identified for the 2003 or 2004 release schedule, as published and shared through the BellSouth Change Control Process ("CCP").
3. BellSouth is following the guidelines of the CCP and has opened Type-6 defect change requests as identified for improvement purposes. A description of the CCP is outlined in the Change Control Process Document located at:

[http://www.interconnection.bellsouth.com/markets/lec/ccp\\_live/docs/bccp/ccp\\_bccp\\_guide.pdf](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/bccp/ccp_bccp_guide.pdf)

These Type-6 defect change requests are being implemented during the system maintenance windows as point releases and are tied to the existing release schedule. These corrections are not available for testing in CAVE since they require no change on the part of the CLEC, and affect only orders currently being processed as "BST errors".

4. The flow-through improvement plan outlined is focusing on the Local Exchange Service Order Generator ("LESOG"), LNP Automation ("LAUTO"), and LNP Service Order Generator ("LNP SOG") applications. BellSouth performs an analysis of the top error codes impacting flow-through and identifies flow-through errors that are isolated



to the LESOG, LAUTO and LNP SOG applications. Other systems may be impacted with future maintenance releases. Implementation began mid-August 2002 for LESOG and April 2003 for the LAUTO and LNP SOG applications.

BellSouth implemented Flow-Through Improvement items on August 25, 2002, October 13, 2002, December 29, 2002, January 19, 2003, November 2002 30, 2003, April 13, 2003, June 22, 2003, September 13, 2003 and November 23, 2003. BellSouth has targeted software releases for the implementation of Flow-Through Improvement items in 2004.

The leveling-off of the projections in no way indicates any lack of focus on continued flow-through improvement by BellSouth; rather, it is due to the fact that further results improvements become increasingly difficult to produce. Most of the large-impact items have been implemented. That leaves only low-volume errors that, when corrected, yield only tenths-of-percentage-points improvement.

#### LNP

BellSouth met the flow-through benchmark of 85% for July 2003 as demonstrated by BellSouth's commercial data in PMAP. BellSouth consistently met the benchmark prior to this Commission's *Order* implementing the facilities check before firm order confirmation ("FOC") requirement. LNP Percent Flow-Through dropped from 89.8% in May 2002 to 83.63% in June 2002. The facilities check before FOC was implemented in Florida with Release 10.5 on June 1, 2002, which caused a negative impact on LNP flow-through as explained

in BellSouth's July 30, 2002 filing. Subsequently, this functionality was implemented for Tennessee (December 2002), and precipitated the drop in LNP flow-through for February 2003. BellSouth implemented facility check for Alabama on August 1, 2003. As anticipated, the LNP results for that month reflected a similar degradation of performance as experienced with the implementation of this functionality previously in Florida and Tennessee. That carried forward for a portion of the drop in the September and October results.

September and October results were further skewed downward due to a defect that inhibits fully mechanized FOCs from being sent for requests in the three (3) states where a facility check is required, even though service orders were mechanically generated according to process. Upon discovery of the defect, BellSouth implemented a manual workaround that allowed the Local Carrier Service Centers (LCSC) to return a mechanized FOC. On November 30, 2003, BellSouth implemented a mechanized workaround to return FOCs. BellSouth implemented a code change to fix the defect on December 7, 2003.

Approximately 1,200 LSRs were impacted by this defect in October. The low volume of total requests in this segment – coupled with the relative high number of segment requests affected by this defect – magnified the impact on segment performance. The LNP segment represents only 1.56% of total mechanized LSR volume in October. Based upon current performance and planned improvements, BellSouth expects to reach the 85% benchmark with April 2004 data.

Service Inquiry with Firm Order / xDSL (F.3.1.1)

43. This measure addresses a small group of services (*i.e.*, xDSL and Unbundled Interoffice Transport) that require BellSouth to check equipment availability before the CLEC can submit an LSR. BellSouth returned 67 of the 71 service inquiries (94%) within the 5-day interval specified by the Commission during the period of November 2002 through October 2003. The following table shows these results by month. From November 2002 through October 2003, BellSouth either met the 95% benchmark or missed the benchmark by one or two LSRs where the volume of service inquiries did not allow for any misses.

<b>% OF SERVICE INQUIRIES MEETING 95% BENCHMARK</b>			
<b><u>Month</u></b>	<b><u># SIs Submitted</u></b>	<b><u># SIs Meeting Benchmark</u></b>	<b><u>Percentage</u></b>
Nov '02	7	7	100.00%
Dec '02	10	9	90.00%
Jan '03	4	3	75.00%
Feb '03	1	1	100.00%
Mar '03	7	7	100.00%
Apr '03	2	2	100.00%
May '03	7	7	100.00%
Jun '03	13	11	84.62%
Jul '03	7	7	100.00%
Aug '03	5	5	100.00%
Sep '03	3	3	100.00%
Oct '03	5	5	100.00%
<b>TOTAL</b>	<b>71</b>	<b>67</b>	<b>93.37%</b>

As noted above, the volume of these services has been very small. Nonetheless, BellSouth has provided good performance.

### **UNE Local Loops Provisioning Measures**

#### **Mean Held Order Interval**

44. When delays occur in completing CLEC orders, the average period that CLEC orders are held for BellSouth reasons, pending a delayed completion, should be no worse for the CLEC when compared to BellSouth delayed retail orders. Significantly, the number of held orders is very low, which indicates a very high level of performance in this area.

#### **Mean Held Order Interval / xDSL (B.2. 3.5)**

45. BellSouth met 35 of the 36 sub-metrics with CLEC activity during the period from November 2002 through October 2003. In April 2003, there were 2 held orders for the CLECs in this sub-metric. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

#### **Mean Held Order Interval / UNE ISDN Loops (B.2.3.6)**

46. BellSouth met 34 of the 36 sub-metrics with CLEC activity during the period from November 2002 through October 2003. In February and September 2003, there was 1 held order for each month for the CLECs in this sub-metric. With such small

volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

Mean Held Order Interval / UNE 2W Analog Loops Design with and without LNP

(B.2.3.8 & B.2.3.12)

47. BellSouth met 57 of the 57 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Mean Held Order Interval / UNE 2W Analog Loops Non Design with and without LNP

(B.2.3.9 & B.2.3.13)

48. BellSouth met 5 of the 5 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Mean Held Order Interval / Combo Other (EELs) (B.2.3.4)

49. BellSouth met 36 of the 36 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Mean Held Order Interval / Local Interconnection (C.2.2)

50. BellSouth met 12 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Average Jeopardy Notice Interval

51. When BellSouth can determine at least 48 hours in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. The interval is from the date/time the notice is released to the CLEC until 5pm on the due date of the order.

Average Jeopardy Notice Interval / xDSL (B.2.8.5)

52. BellSouth met 1 of the 2 sub-metrics with CLEC activity during the period from November 2002 through October 2003. In April 2003, there were 2 jeopardies issued for the CLECs in this sub-metric. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

Average Jeopardy Notice Interval / UNE ISDN Loops (B.2.8.6)

53. BellSouth met 11 of the 11 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Average Jeopardy Notice Interval / UNE 2W Analog Loops Design with and without LNP (B.2.8.8 & .12)

54. BellSouth met 8 of the 8 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Average Jeopardy Notice Interval / Combo Other (EELs) (B.2.8.4)

55. BellSouth met 2 of the 2 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Jeopardy Notice >= 48 Hours / xDSL (B.2.10.5)

56. BellSouth met 1 of the 2 sub-metrics with CLEC activity during the period from November 2002 through October 2003. In April 2003, there were 2 jeopardies issued with 1 being less than 48 hours for the CLECs in this sub-metric. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Jeopardy Notice >= 48 Hours / UNE ISDN Loops (B.2.10.6)

57. BellSouth met 10 of the 11 sub-metrics with CLEC activity during the period from November 2002 through October 2003. In January 2003, there were 3 jeopardies issued with 1 being less than 48 hours for the CLECs in this sub-metric. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Jeopardy Notice >= 48 Hours / UNE 2W Analog Loops Design with and without LNP (B.2.10.8 & .12)

58. BellSouth met 8 of the 8 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Jeopardy Notice >= 48 Hours / Combo Other (EELs) (B.2.10.4)

59. BellSouth met 2 of the 2 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Percent Missed Installation Appointments

60. This measure monitors the reliability of BellSouth commitments with respect to due dates to assure that the CLEC can reliably quote expected due dates to their retail customer as compared to BellSouth retail.

%Missed Installation Appointments / xDSL (B.2.18.5)

61. BellSouth met 16 of the 16 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

%Missed Installation Appointments / UNE ISDN Loops (B.2.18.6)

62. BellSouth met 14 of the 16 sub-metrics with CLEC activity during the period from November 2002 through October 2003. BellSouth missed 4 of the 14 scheduled dispatched appointments and 1 of 3 non-dispatched appointments in October. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

%Missed Installation Appointments / UNE 2W Analog Loops Design with and without LNP (B.2.18.8 & .12)



63. BellSouth met 23 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. In September, BellSouth missed 1 of 3 scheduled non-dispatched appointments for the non-LNP sub-metric. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

%Missed Installation Appointments / EELs (B.2.18.4)

64. BellSouth met 7 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003. All of the 5 missed sub-metrics had 9 or less missed appointments. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

%Missed Installation Appointments / Local Interconnection Trunks (C.2.5)

65. BellSouth met 12 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Average Completion Interval (OCI)

66. The average completion interval measure monitors the interval of time it takes BellSouth to provide service for the CLEC or its own customers. The interval is measured from the time the CLEC is notified of the firm order due date until the order is completed by BellSouth. The standard for all measures except xDSL is a retail analogue. For xDSL, the orders that require conditioning are measured against a 14-

day benchmark while orders that do not require conditioning have a 7-day benchmark.

Average Completion Interval / xDSL (B.2.2.1-2)

67. BellSouth met 18 of the 18 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Average Completion Interval / UNE ISDN Loops (B.2.1.6)

68. BellSouth met 12 of the 16 sub-metrics with CLEC activity during the period from November 2002 through October 2003. There were a total of 18 orders that completed for the four sub-metrics that did not meet the retail analogue comparison during the 12-month period. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

Average Completion Interval / UNE 2W Analog Loops Design with and without LNP (B.2.1.8 & .12)

69. BellSouth met 19 of the 20 sub-metrics with CLEC activity during the period from November 2002 through October 2003. In January 2003, there were a total of 19 completed CLEC orders with an average OCI of 20 days compared with the retail analogue of 5.58 days. There were 3 orders that were missed due to subscriber reasons and should have been excluded from the calculations, which would have reduced the CLEC interval to 4.43 days and met the parity requirement.

Average Completion Interval / EELs (B.2.1.4)

70. BellSouth met 6 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003. The products included in these sub-metrics consist mainly of designed combinations that are complex and consist of multiple facilities between customer locations and at least two central office locations. The current retail analogue for these circuits is residence, business and design which is over 90% POTS and have much shorter installation intervals than designed circuits. Also, this measure was only to include the conversion of existing special access services. However, a detailed review of the CLEC activity indicates that the majority of these circuits are new and many require the addition of DS1 and higher facilities to be added. This type of activity was not intended to be included in this sub-metric. BellSouth intends to discuss this item in the next review of the measurements.

Average Completion Interval / Local Interconnection Trunks (C.2.1)

71. BellSouth met 12 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Provisioning Troubles within 30 Days of Service Order Completion

72. This measure shows the quality and accuracy of the completed orders. It includes the reported troubles up to 30 days after the completion of the order.

% Provisioning Troubles within 30 Days / xDSL (B.2.19.5)

73. BellSouth met 15 of the 16 sub-metrics with CLEC activity during the period from November 2002 through October 2003. In October 2003, there was 1 trouble reported for the non-dispatched sub-metric that did not meet the parity requirement. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Provisioning Troubles within 30 Days / UNE ISDN Loops (B.2.19.6)

74. BellSouth met 12 of the 15 sub-metrics with CLEC activity during the period from November 2002 through October 2003. There were a total of 9 troubles reported for the three sub-metrics that did not meet the retail analogue comparison for the 12-month period. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Provisioning Troubles within 30 Days / UNE 2W Analog Loops Design with and without LNP (B.2.19.8 & .12)

75. BellSouth met 21 of the 23 sub-metrics with CLEC activity during the period from November 2002 through October 2003. There were a total of 4 troubles reported for the two sub-metrics that did not meet the retail analogue comparison for the 12-month period. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Provisioning Troubles within 30 Days / EELs (B.2.19.4)

76. BellSouth met 9 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003. There were a total of 11 troubles reported for the three sub-metrics that did not meet the retail analogue comparison for the 12-month period. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Provisioning Troubles within 30 Days / Local Interconnection Trunks (B.2.6)

77. BellSouth met 12 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

**Cooperative Acceptance Testing**

78. A loop will be considered successfully tested when both the CLEC and BellSouth agree that the loop meets the technical specifications set forth in TR 73600 for DSL service.

% Successful Cooperative Test Attempts for xDSL / (B.2.33)

79. BellSouth met 12 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Average Completion Notice Interval

80. The interval is the elapsed time between the BellSouth reported completion of work and the issuance of a valid completion notice to the CLEC.

Average Completion Notice Interval / xDSL (B.2.21.5)

81. BellSouth met 13 of the 13 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Average Completion Notice Interval / UNE ISDN Loop (B.2.21.6)

82. BellSouth met 16 of the 16 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Average Completion Interval / UNE 2W Analog Loops Design with and without LNP (B.2.21.8 & .12)

83. BellSouth met 23 of the 23 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Average Completion Notice Interval / EELs (B.2.21.4)

84. BellSouth met 3 of the 3 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Average Completion Notice Interval / Local Interconnection Trunks (B.2.7)

85. BellSouth met 10 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003. No systemic issue was identified for any of

the completion notices during this period. Both of the missed sub-metrics had less than 20 completion notices during the month.

**Service Order Accuracy**

86. This measurement indicates the accuracy with which CLEC requests for service are converted to LSRs by comparing the LSR to the completed service order after provisioning has been finished.

% Service Order Accuracy / UNE & UNE-P (B.2.34)

87. BellSouth met 79 of the 96 sub-metrics with CLEC activity during the period from November 2002 through October 2003. While BellSouth did not meet all of the sub-metrics, it did meet or exceed the benchmark when the total numbers of LSRs sampled are calculated. For the design sub-metrics BellSouth met 3,406 of the 3,473 sampled for over 98% accuracy. The non-design sub-metrics exceeded the 95% benchmark as well with 9,085 of the 9,265 LSRs sampled meeting the accuracy requirement for over 98% also.

% Trunk Blocking / Local Interconnection Trucking (C.5.1)

88. BellSouth met 12 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

LNP Disconnect Timeliness (B.2.31)

89. The following table provides the results for P-13B, the percentage of time BellSouth applies the trigger order before the due date; P-13C, the percentage of time the LNP service is out of service less than 60 minutes; and P-13D, the percentage of time BellSouth disconnects the LNP service within 4 hours for non-trigger orders for the months of May through October 2003 in Alabama that replaced the above listed sub-metric. (The data shows the number of lines meeting the requirement divided by the total lines due and the corresponding percentage calculated.)

Month	% Trigger Orders Applied Before Due Date (P13B)	% Orders OoS < 60 Minutes (P13C)	% Non Trigger Orders Applies < 4 Hours (P13D)
May 2003	(904/933) 96.89%	(1404/1406) 99.86%	(11/18) 61.11%
June 2003	(1075/1094) 98.26%	(2372/2372) 100%	(805/808) 99.63%
July 2003	(1021/1297) 78.72%	(1831/1831) 100%	(8/12) 66.67%
August 2003	(1098/1115) 98.48%	(983/1000) 98.30%	(115/116) 99.14%
September 2003	(1401/1429) 98.04%	(2128/2129) 99.95%	(55/83) 66.27%
October 2003	(870/885) 98.31%	(1158/1158) 100%	(22/22) 100%
<b>Total</b>	<b>(6369/6753) 94.31%</b>	<b>(9876/9896) 99.80%</b>	<b>(1016/1059) 95.94%</b>

The major reason for the failure of the trigger and non-trigger orders not meeting the benchmark requirements is due to a small number of orders with large quantities of lines being missed, which are not mass market situations.



**UNE Local Loops Maintenance & Repair Measures**

90. While the SQM does not require that the EELs and UCL-ND disaggregations be separated for maintenance and repair measures, BellSouth has provided these disaggregations to augment the information for UNE Local loops. The data for EELs and UCL-ND is also included in the sub-metrics ordered by the APSC in the approved SQM.

**Missed Repair Appointments**

91. This measures tracks the percent of customer reports not cleared by the committed due date and time.

**% Missed Repair Appointments / Combo Other (EELs) (B.3.1.4)**

92. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

**% Missed Repair Appointments / xDSL (B.3.1.5)**

93. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

**% Missed Repair Appointments / UNE ISDN Loops (B.3.1.6)**

94. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Missed Repair Appointments / UNE 2W Analog Loops Design (B.3.1.8)

95. BellSouth met 23 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. There were a total of 16 missed CLEC appointments in May 2003. Thirteen (13) of the 16 missed appointments were due to a cut cable that had to be repaired before the trouble could be cleared. Excluding this cut cable, the sub-metric would have met the parity requirement.

% Missed Repair Appointments / UNE 2W Analog Loops Non Design (B.3.1.9)

96. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Missed Repair Appointments / UCD-ND (B.3.1.11)

97. BellSouth met 23 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. There was only 1 missed appointment for the sub-metric that did not meet the parity requirement in August 2003. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Missed Repair Appointments / Local Interconnection Trunks (C.3.1)

98. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

**Customer Trouble Report Rate**

99. This measure tracks the initial and repeated customer direct or referred customer troubles reported within a calendar month per 100 lines/circuits in service. The standard comparison for each of these sub-metrics is a retail analogue. BellSouth provided 98% trouble-free service to all CLEC lines during the past year.

% Customer Trouble Report Rate / Combo Other (EELs) (B.3.2.4)

100. BellSouth met 14 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. Nine (9) of the 10 sub-metrics that did not meet the retail analogue comparison were in the dispatch category. BellSouth provided 96% trouble-free service to all customers in this category. The major difference is the volume for the analogue is over 2000 times larger than the CLEC volume. This difference magnifies the percentage for the CLEC and therefore the Z-score becomes overly sensitive when the service levels are this high. The other missed sub-metric was in the non-dispatch category and BellSouth provided 96% trouble-free service to all customers in this category even though there was a major difference in the volume for the analogue and the CLEC results.

% Customer Trouble Report Rate / xDSL (B.3.2.5)

101. BellSouth met 20 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. The 4 sub-metrics that did not meet the retail analogue comparison were all in the dispatch category. However, BellSouth provided 98% trouble-free service to all customers in this category. The major difference is the

volume for the analogue is over 1,00 times larger than the CLEC volume. This difference magnifies the percentage for the CLEC and therefore the Z-score becomes overly sensitive when the service levels are this high.

% Customer Trouble Report Rate / UNE ISDN Loops (B.3.2.6)

102. BellSouth met 13 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. The 11 sub-metrics that did not meet the retail analogue comparison were all in the dispatch category. However, BellSouth provided 98% trouble-free service to all customers in this category.

% Customer Trouble Report Rate / UNE 2W Analog Loops Design (B.3.2.8)

103. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Customer Trouble Report Rate / UNE 2W Analog Loops Non Design (B.3.2.9)

104. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. BellSouth has determined that the CLEC volume for this measure was being counted incorrectly. With December 2002 data, a new source feed from WFA began including the originating and terminating end of each circuit causing PMAP to double count the CLEC in service volume. The corrected data for Alabama is included in Attachment 1 to this exhibit. There was no change in the parity status with this update. The following item was included in the preliminary February Data Notification dated December 1, 2003.

(8) *Affected Measures:* MR-2

*Description of Change:* Currently, BellSouth is over-counting lines for 2 wire analog loop non-design. Due to a change in the source system data, each end of the circuit is being counted as an individual line. Bellsouth proposes to correct the over-counting of these loops. (RQ4664)

*Impact of Change:* CLEC CTRR for 2-wire analog loops non-design will approximately double.

% Customer Trouble Report Rate / UCD-ND (B.3.2.11)

105. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Customer Trouble Report Rate / Local Interconnection Trunks (C.3.2)

106. BellSouth met 21 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. The 3 sub-metrics that did not meet the retail analogue comparison were all in the non-dispatch category. However, BellSouth provided 99.9% trouble-free service to all customers in this category. The z-score becomes overly sensitive when the service levels are this high.

**Maintenance Average Duration**

107. This measure tracks the average duration of the customer trouble report from the receipt of the report until the time the trouble is cleared and closed within the system.

Maintenance Average Duration / Combo Other (EELs) (B.3.3.4)

108. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Maintenance Average Duration / xDSL (B.3.3.5)

109. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Maintenance Average Duration / UNE ISDN Loops (B.3.3.6)

110. BellSouth met 23 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. There were only a total of 9 troubles reported for the one sub-metric that did not meet the parity requirement. No systemic issues were identified for any of the durations exceeding the retail analogue during this period.

Maintenance Average Duration / UNE 2W Analog Loops Design (B.3.3.8)

111. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Maintenance Average Duration / UNE 2W Analog Loops Non Design (B.3.3.9)

112. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Maintenance Average Duration / UCD-ND (B.3.3.11)

113. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Maintenance Average Duration / Local Interconnection Trunks (C.3.3)

114. BellSouth met 21 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. The 3 missed sub-metrics had a total of 8 troubles reported by the CLECs. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

**% Repeat Troubles within 30 Days**

115. This measurement records the percent of customer troubles, during the current reporting period, which had at least one prior trouble on the same line/circuit, anytime in the preceding 30 calendar days from the receipt of the current trouble report.

% Repeat Troubles / Combo Other (EELs) (B.3.4.4)

116. BellSouth met 20 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. The four missed sub-metrics had a total of 28 trouble reports during this period. All of the missed sub-metrics were in the dispatched category. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Repeat Troubles / xDSL (B.3.4.5)

117. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Repeat Troubles / UNE ISDN Loops (B.3.4.6)

118. BellSouth met 22 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. There were a total of 7 trouble reports for the two missed sub-metrics. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Repeat Troubles / UNE 2W Analog Loops Design (B.3.4.8)

119. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Repeat Troubles / UNE 2W Analog Loops Non Design (B.3.4.9)

120. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Repeat Troubles / UCD-ND (B.3.4.11)

121. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Repeat Troubles / Local Interconnection Trunks (C.3.4)

122. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.



**Collocation**

123. BellSouth provides three separate collocation reports: 1) Average Response Time; 2) Average Arrangement Time; and 3) Percent of Due Dates Missed. Section E, Items E.1.1.1 through E.1.3.2, provides these results.

124. During the months of November 2002 through October 2003, BellSouth met or exceeded the benchmark for every sub-metric that had CLEC activity in this category. There were a total of 65 requests for physical collocation received from the CLECs during this period. The benchmark for the average response time for such requests is less than or equal to 20 days. BellSouth averaged less than 10 days for the response interval (E.1.1.2 & E.1.1.3) in this sub-metric. In addition, there were a total of 1 requests for virtual collocation received from the CLECs during this period. The benchmark for the average response time for virtual requests is less than or equal to 10 days. BellSouth averaged 27 days for the response interval (E.1.1.1) in this sub-metric. All of the missed sub-metrics were in November 2002. BellSouth met 15 of the 18 sub-metrics for the 12 month period and 100% in the last 11 months.

125. There were a total of 39 physical collocation orders and 1 virtual collocation order that completed during the period. BellSouth completed all 40 orders in less than the ordered benchmarks for each sub-metric. See sub-metrics E.1.2.1 – E.1.2.13 in Attachment 1 for the individual results for each virtual and physical category.

126. During the period from November 2002 through October 2003, BellSouth completed all 63 of the 63 (100%) (E.1.3.1 - E.1.3.4) scheduled virtual and physical orders on time. These results demonstrate BellSouth's commitment to provide nondiscriminatory access to collocation arrangements in Alabama's central offices.
127. This concludes the data analysis associated with BellSouth's performance for Hot Cuts and UNE Local Loops.

Alabama I, November 2002 - October 2003

Collocation - Collocation

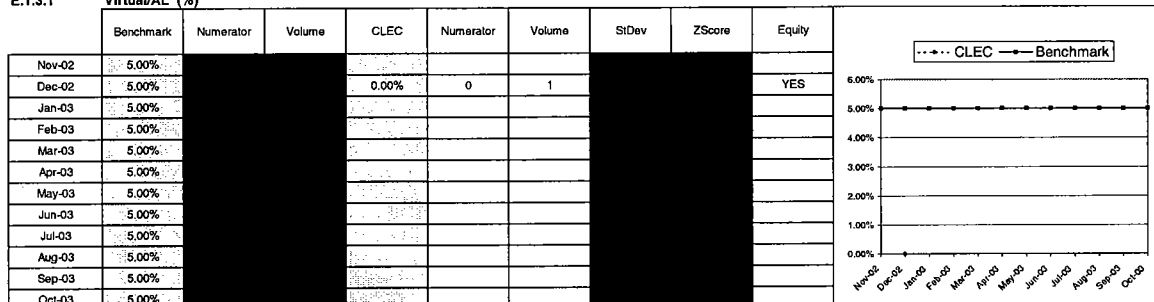
% Due Dates Missed

(% of Collocation Orders not Completed by the Due Date)

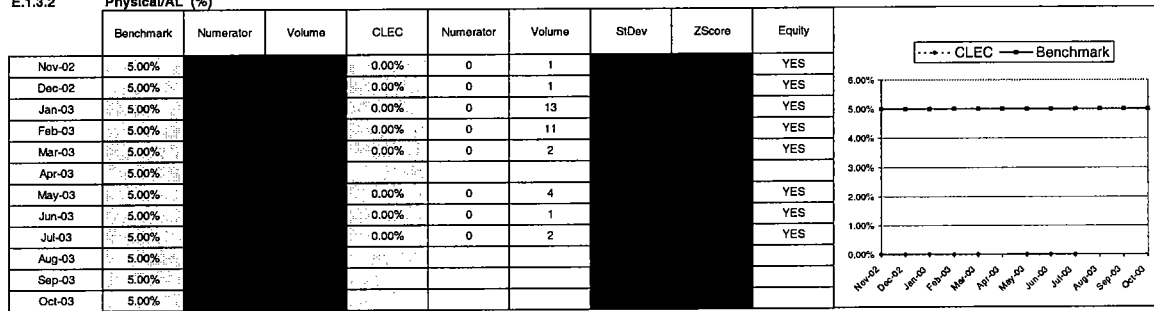
Numerator indicates total number of arrangements not completed by the due date for this disaggregation.

Volume indicates total number of arrangements completed for this disaggregation.

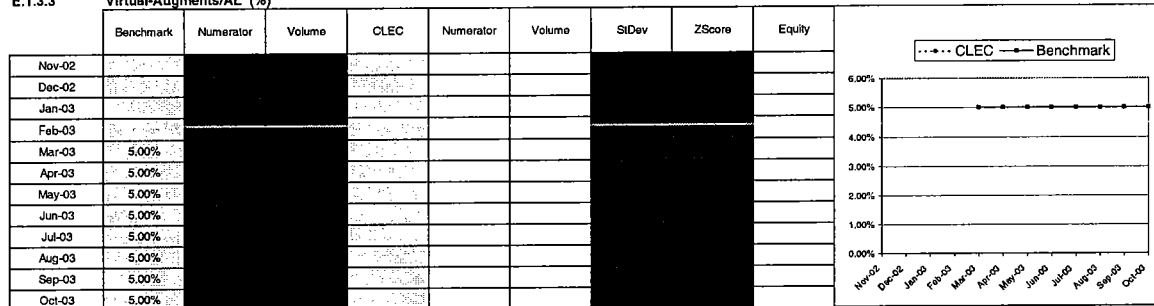
E.1.3.1 Virtual/AL (%)



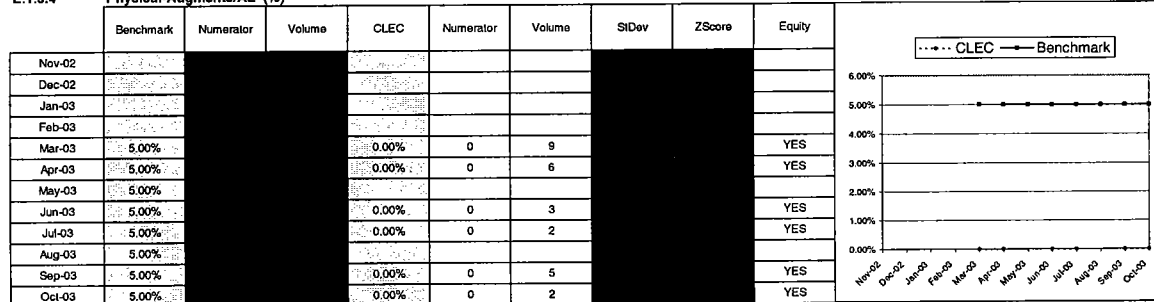
E.1.3.2 Physical/AL (%)



E.1.3.3 Virtual-Augments/AL (%)



E.1.3.4 Physical-Augments/AL (%)



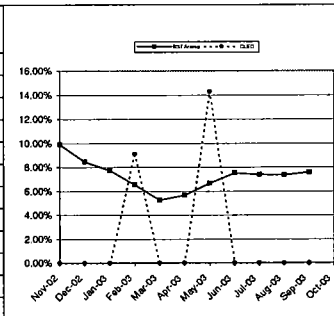
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Missed Repair Appointments  
(% of Appointments Not Met)

Numerator indicates total number of appointments not met in the reporting period.  
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.1.4.1 EELs/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	9.91%	3,413	34,432	0.00%	0	0			
Dec-02	8.45%	2,281	26,991	0.00%	0	0			
Jan-03	7.72%	2,013	26,070	0.00%	0	4		0.5785	YES
Feb-03	6.51%	1,692	25,981	9.09%	1	9		-0.3134	YES
Mar-03	5.25%	1,556	29,613	0.00%	0	2		0.3330	YES
Apr-03	5.67%	1,690	29,783	0.00%	0	3		0.4248	YES
May-03	6.67%	3,109	46,609	14.29%	1	7		-0.9075	YES
Jun-03	7.52%	2,661	35,392	0.00%	0	7		0.7543	YES
Jul-03	7.38%	3,039	41,181	0.00%	0	7		0.7468	YES
Aug-03	7.37%	3,019	40,979	0.00%	0	5		0.6306	YES
Sep-03	7.58%	2,290	30,210	0.00%	0	27		1.4875	YES
Oct-03									

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



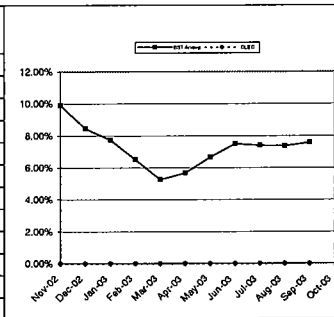
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B.3.1.4.2 EELs/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	9.91%	3,413	34,432	0.00%	0	0			
Dec-02	8.45%	2,281	26,991	0.00%	0	0			
Jan-03	7.72%	2,013	26,070	0.00%	0	2		0.4091	YES
Feb-03	6.51%	1,692	25,981	0.00%	0	1		0.2639	YES
Mar-03	5.25%	1,556	29,613	0.00%	0	1		0.2355	YES
Apr-03	5.67%	1,690	29,783	0.00%	0	3		0.4248	YES
May-03	6.67%	3,109	46,609	0.00%	0	1		0.2673	YES
Jun-03	7.52%	2,661	35,392	0.00%	0	7		0.7543	YES
Jul-03	7.38%	3,039	41,181	0.00%	0	5		0.6311	YES
Aug-03	7.37%	3,019	40,979	0.00%	0	6		0.6907	YES
Sep-03	7.58%	2,290	30,210	0.00%	0	11		0.9497	YES
Oct-03									

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



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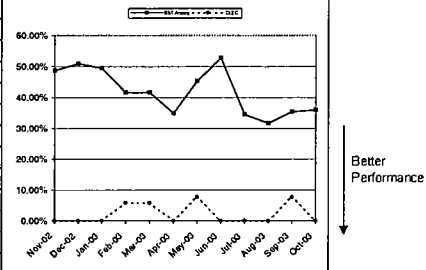
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Missed Repair Appointments  
(% of Appointments Not Met)

Numerator indicates total number of appointments not met in the reporting period.  
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.1.5.1 xDSL (ADSL, HDSL and UCLYDispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	48.71%	246	505	0.00%	0	14		3.5970	YES
Dec-02	50.96%	265	520	0.00%	0	5		2.2686	YES
Jan-03	49.45%	312	631	0.00%	0	12		3.3938	YES
Feb-03	41.58%	289	647	5.88%	1	17		2.9476	YES
Mar-03	41.66%	322	773	5.88%	1	17		2.9596	YES
Apr-03	34.84%	224	643	0.00%	0	12		2.5095	YES
May-03	45.31%	348	768	7.89%	2	26		3.7899	YES
Jun-03	52.84%	391	740	0.00%	0	16		4.1888	YES
Jul-03	34.41%	214	622	0.00%	0	21		3.2642	YES
Aug-03	31.81%	202	639	0.00%	0	17		2.7667	YES
Sep-03	35.42%	204	576	7.89%	1	13		2.0669	YES
Oct-03	35.85%	190	530	0.00%	0	8		2.0968	YES

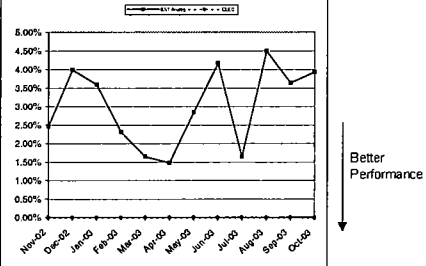
Note 1: ADSL Provided to Retail data serves as the BST Analog for this report



B.3.1.5.2 xDSL (ADSL, HDSL and UCLYNon-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.46%	23	936	0.00%	0	7		0.4184	YES
Dec-02	3.99%	39	978	0.00%	0	8		0.5741	YES
Jan-03	3.59%	42	1,170	0.00%	0	11		0.6370	YES
Feb-03	2.32%	36	1,555	0.00%	0	7		0.4064	YES
Mar-03	1.65%	32	1,942	0.00%	0	4		0.2588	YES
Apr-03	1.47%	19	1,289	0.00%	0	4		0.2442	YES
May-03	2.85%	40	1,405	0.00%	0	2		0.2419	YES
Jun-03	4.17%	64	1,536	0.00%	0	6		0.5098	YES
Jul-03	1.65%	34	2,066	0.00%	0	8		0.3652	YES
Aug-03	4.49%	24	534	0.00%	0	5		0.4828	YES
Sep-03	3.63%	17	468	0.00%	0	5		0.4318	YES
Oct-03	3.93%	22	560	0.00%	0	3		0.3493	YES

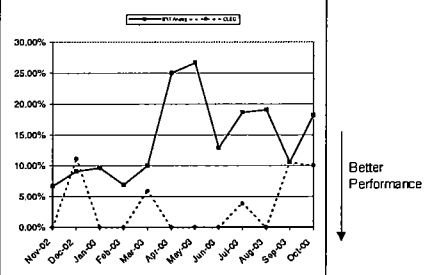
Note 1: ADSL Provided to Retail data serves as the BST Analog for this report



B.3.1.6.1 UNE ISDN/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	6.67%	2	30	0.00%	0	20		0.9258	YES
Dec-02	9.09%	3	33	11.11%	1	9		-0.1869	YES
Jan-03	9.68%	3	31	0.00%	0	13		0.9906	YES
Feb-03	6.90%	2	29	0.00%	0	12		0.7929	YES
Mar-03	10.00%	2	20	5.88%	1	17		0.4161	YES
Apr-03	25.00%	7	28	0.00%	0	15		1.8044	YES
May-03	28.67%	8	30	0.00%	0	16		1.9479	YES
Jun-03	12.90%	4	31	0.00%	0	14		1.1953	YES
Jul-03	16.60%	8	43	3.85%	1	26		1.5266	YES
Aug-03	19.05%	8	42	0.00%	0	19		1.7545	YES
Sep-03	10.53%	4	38	10.53%	2	19		0.0000	YES
Oct-03	16.18%	4	22	10.00%	1	10		0.5562	YES

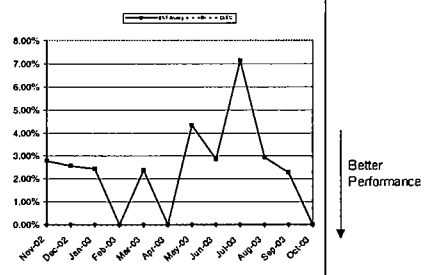
Note 1: ISDN - BRI data serves as the BST Analog for this report



B.3.1.6.2 UNE ISDN/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.78%	2	72	0.00%	0	5		0.3655	YES
Dec-02	2.56%	1	39	0.00%	0	5		0.3415	YES
Jan-03	2.44%	1	41	0.00%	0	7		0.3866	YES
Feb-03	0.00%	0	50	0.00%	0	1			YES
Mar-03	2.38%	1	42	0.00%	0	2		0.2158	YES
Apr-03	0.00%	0	52	0.00%	0	5			YES
May-03	4.35%	2	46	0.00%	0	8		0.5568	YES
Jun-03	2.88%	1	35	0.00%	0	3		0.2851	YES
Jul-03	7.14%	4	56	0.00%	0	4		0.5359	YES
Aug-03	2.94%	1	34	0.00%	0	8		0.4430	YES
Sep-03	2.27%	1	44	0.00%	0	8		0.3968	YES
Oct-03	0.00%	0	35	0.00%	0	7			YES

Note 1: ISDN - BRI data serves as the BST Analog for this report



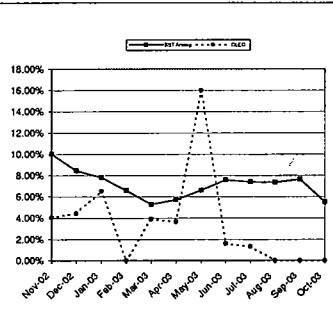
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Missed Repair Appointments  
(% of Appointments Not Met)

Numerator Indicates total number of appointments not met in the reporting period.  
Volume Indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.1.8.1 2W Analog Loop Design/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	10.01%	3,383	33,783	4.05%	3	74		1.7060	YES
Dec-02	8.46%	2,237	26,451	4.44%	2	45		0.9666	YES
Jan-03	7.82%	1,991	25,471	6.52%	3	46		0.3269	YES
Feb-03	6.59%	1,676	25,444	0.00%	0	53		1.9312	YES
Mar-03	5.29%	1,529	28,924	3.90%	3	77		0.5444	YES
Apr-03	5.70%	1,658	29,082	3.66%	3	82		0.7966	YES
May-03	6.60%	3,006	45,516	16.00%	16	100		-3.7790	NO
Jun-03	7.59%	2,618	34,484	1.61%	1	62		1.7758	YES
Jul-03	7.41%	2,978	40,212	1.33%	1	75		2.0064	YES
Aug-03	7.38%	2,945	39,910	0.00%	0	67		2.3084	YES
Sep-03	7.66%	2,266	29,598	0.00%	0	61		2.2465	YES
Oct-03	5.49%	1,346	24,518	0.00%	0	26		1.2283	YES

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



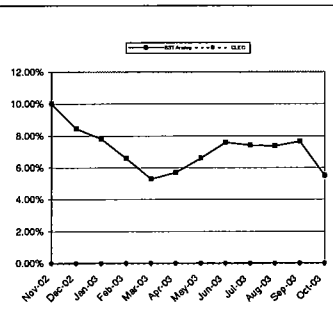
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B.3.1.8.2 2W Analog Loop Design/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	10.01%	3,383	33,783	0.00%	0	16		1.3340	YES
Dec-02	8.46%	2,237	26,451	0.00%	0	12		1.0527	YES
Jan-03	7.82%	1,991	25,471	0.00%	0	13		1.0497	YES
Feb-03	6.59%	1,676	25,444	0.00%	0	15		1.0282	YES
Mar-03	5.29%	1,529	28,924	0.00%	0	10		0.7470	YES
Apr-03	5.70%	1,658	29,082	0.00%	0	8		0.6954	YES
May-03	6.60%	3,006	45,516	0.00%	0	7		0.7035	YES
Jun-03	7.59%	2,618	34,484	0.00%	0	17		1.1815	YES
Jul-03	7.41%	2,978	40,212	0.00%	0	15		1.0951	YES
Aug-03	7.38%	2,945	39,910	0.00%	0	6		0.6913	YES
Sep-03	7.66%	2,266	29,598	0.00%	0	6		0.7052	YES
Oct-03	5.49%	1,346	24,518	0.00%	0	8		0.6816	YES

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



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Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Missed Repair Appointments

(% of Appointments Not Met)

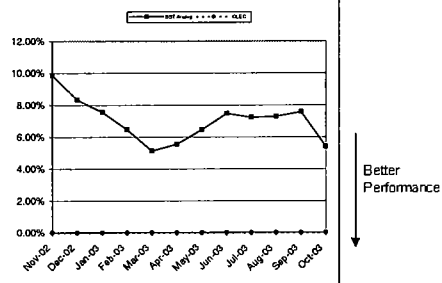
Numerator Indicates total number of appointments not met in the reporting period.

Volume indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.1.9.1 2W Analog Loop Non-Design/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	9.86%	3,285	33,311	0.00%	0	0			YES
Dec-02	8.39%	2,178	26,132	0.00%	0	0			YES
Jan-03	7.55%	1,888	25,007	0.00%	0	0			YES
Feb-03	6.46%	1,620	25,063	0.00%	0	0			YES
Mar-03	5.13%	1,460	28,464	0.00%	0	0			YES
Apr-03	5.57%	1,597	28,691	0.00%	0	0			YES
May-03	6.46%	2,900	44,911	0.00%	0	0			YES
Jun-03	7.47%	2,542	34,018	0.00%	0	0			YES
Jul-03	7.22%	2,884	39,672	0.00%	0	0			YES
Aug-03	7.29%	2,875	39,429	0.00%	0	0			YES
Sep-03	7.58%	2,214	29,208	0.00%	0	0			YES
Oct-03	5.39%	1,301	24,152	0.00%	0	0			YES

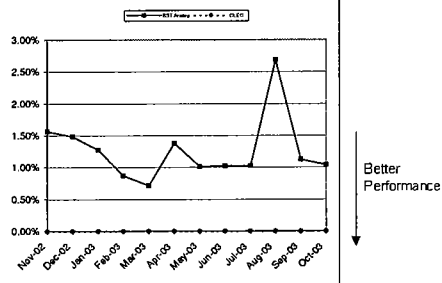
Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report



B.3.1.9.2 2W Analog Loop Non-Design/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	1.56%	273	17,462	0.00%	0	0			YES
Dec-02	1.48%	229	15,437	0.00%	0	0			YES
Jan-03	1.27%	180	14,155	0.00%	0	0			YES
Feb-03	0.87%	115	13,242	0.00%	0	0			YES
Mar-03	0.72%	113	15,793	0.00%	0	0			YES
Apr-03	1.38%	195	14,144	0.00%	0	0			YES
May-03	1.01%	224	22,086	0.00%	0	0			YES
Jun-03	1.02%	188	18,373	0.00%	0	0			YES
Jul-03	1.02%	192	18,788	0.00%	0	0			YES
Aug-03	2.69%	497	18,482	0.00%	0	0			YES
Sep-03	1.12%	157	13,966	0.00%	0	0			YES
Oct-03	1.04%	118	11,368	0.00%	0	0			YES

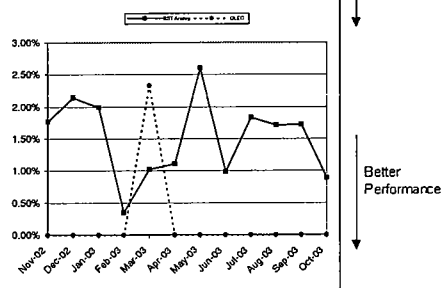
Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report



B.3.1.10.2 Other Design/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	1.76%	15	850	0.00%	0	30		0.7215	YES
Dec-02	2.14%	17	793	0.00%	0	21		0.6695	YES
Jan-03	1.99%	18	904	0.00%	0	42		0.9030	YES
Feb-03	0.35%	3	868	0.00%	0	28		0.3067	YES
Mar-03	1.02%	9	880	2.33%	1	43		-0.8291	YES
Apr-03	1.11%	11	994	0.00%	0	30		0.5709	YES
May-03	2.60%	31	1,191	0.00%	0	48		1.1104	YES
Jun-03	0.98%	10	1,019	0.00%	0	39		0.6101	YES
Jul-03	1.83%	21	1,147	0.00%	0	51		0.9543	YES
Aug-03	1.71%	20	1,168	0.00%	0	41		0.8307	YES
Sep-03	1.72%	14	814	0.00%	0	28		0.6883	YES
Oct-03	0.89%	7	790	0.00%	0	22		0.4374	YES

Note 1: Design data serves as the BST Analog for this report



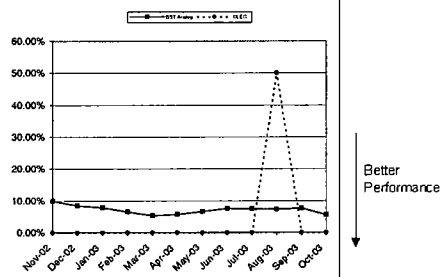
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Missed Repair Appointments  
(% of Appointments Not Met)

Numerator indicates total number of appointments not met in the reporting period.  
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.1.11.1 UCL-ND/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.01%	3,383	33,783	0.00%	0	0			YES
Dec-02	8.46%	2,237	26,451	0.00%	0	0			YES
Jan-03	7.82%	1,991	25,471	0.00%	0	0			YES
Feb-03	6.59%	1,676	25,444	0.00%	0	0			YES
Mar-03	5.29%	1,529	26,924	0.00%	0	0			YES
Apr-03	5.70%	1,658	29,082	0.00%	0	0			YES
May-03	6.60%	3,006	45,516	0.00%	0	0			YES
Jun-03	7.59%	2,618	34,484	0.00%	0	0			YES
Jul-03	7.41%	2,978	40,212	0.00%	0	0			YES
Aug-03	7.38%	2,945	39,910	50.00%	1	2		-2.3055	NO
Sep-03	7.66%	2,266	29,598	0.00%	0	0			YES
Oct-03	5.49%	1,346	24,518	0.00%	0	0			YES

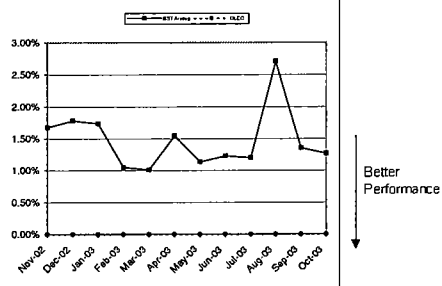
Note 1: Retail Residence / Business data serves as the BST Analog for this report



B.3.1.11.2 UCL-ND/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.68%	315	18,804	0.00%	0	0			YES
Dec-02	1.78%	301	16,869	0.00%	0	0			YES
Jan-03	1.74%	279	16,080	0.00%	0	0			YES
Feb-03	1.05%	155	14,721	0.00%	0	0			YES
Mar-03	1.01%	176	17,420	0.00%	0	0			YES
Apr-03	1.55%	244	15,778	0.00%	0	0			YES
May-03	1.14%	267	23,478	0.00%	0	0			YES
Jun-03	1.23%	244	19,839	0.00%	0	0			YES
Jul-03	1.20%	244	20,277	0.00%	0	0			YES
Aug-03	2.71%	545	20,116	0.00%	0	0			YES
Sep-03	1.35%	206	15,230	0.00%	0	0			YES
Oct-03	1.27%	161	12,714	0.00%	0	0			YES

Note 1: Retail Residence / Business data serves as the BST Analog for this report





Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Maintenance Average Duration

(Duration from the Start to Finish of a Trouble)

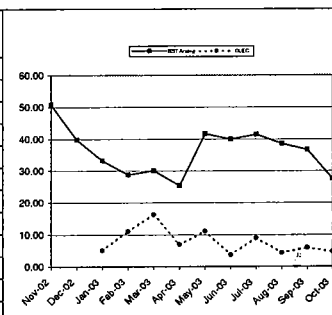
Numerator indicates total of trouble durations for this disaggregation in the reporting period.

Volume indicates total closed troubles for this disaggregation in the reporting period.

B.3.3.4.1 EEL/Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	50.86	1,751,379	34,432				45.264		
Dec-02	39.80	1,074,235	26,991				40.671		
Jan-03	33.24	866,499	26,070	5.14	21	4	39.886	1.4086	YES
Feb-03	28.75	746,983	25,981	11.11	100	9	28.185	1.8772	YES
Mar-03	30.12	891,917	29,613	16.31	33	2	29.776	0.6558	YES
Apr-03	25.42	756,992	29,783	6.97	21	3	25.931	1.2319	YES
May-03	41.70	1,943,407	46,609	11.05	77	7	41.811	1.9388	YES
Jun-03	40.00	1,415,815	35,392	3.75	26	7	40.434	2.3722	YES
Jul-03	41.45	1,707,144	41,181	8.95	63	7	42.009	2.0470	YES
Aug-03	38.56	1,580,031	40,979	4.31	22	5	36.176	2.1165	YES
Sep-03	36.69	1,108,439	30,210	5.94	160	27	37.217	4.2909	YES
Oct-03	27.45	688,010	25,064	4.77	119	25	30.219	3.7516	YES

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



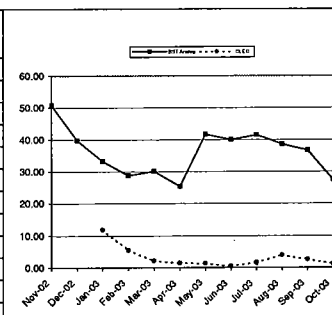
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B.3.3.4.2 EEL/Non-Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	50.86	1,751,379	34,432				45.264		
Dec-02	39.80	1,074,235	26,991				40.671		
Jan-03	33.24	866,499	26,070	11.85	24	2	39.886	0.7583	YES
Feb-03	28.75	746,983	25,981	5.55	6	1	28.185	0.8231	YES
Mar-03	30.12	891,917	29,613	2.22	2	1	29.776	0.9370	YES
Apr-03	25.42	756,992	29,783	1.52	5	3	25.931	1.5959	YES
May-03	41.70	1,943,407	46,609	1.42	1	1	41.811	0.9633	YES
Jun-03	40.00	1,415,815	35,392	0.54	4	7	40.434	2.5820	YES
Jul-03	41.45	1,707,144	41,181	1.66	8	5	42.009	2.1179	YES
Aug-03	38.56	1,580,031	40,979	3.90	23	6	36.176	2.3462	YES
Sep-03	36.69	1,108,439	30,210	2.65	29	11	37.217	3.0326	YES
Oct-03	27.45	688,010	25,064	1.22	10	8	30.219	2.4551	YES

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



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Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Maintenance Average Duration

(Duration from the Start to Finish of a Trouble)

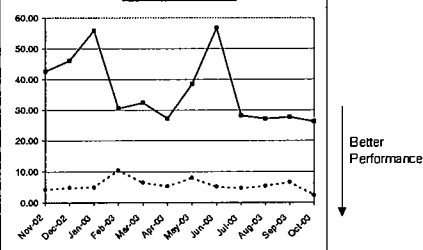
Numerator Indicates total of trouble durations for this disaggregation in the reporting period.

Volume Indicates total closed troubles for this disaggregation in the reporting period.

B.3.3.5.1 xDSL (ADSL, HDSL and UCL)Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	42.81	21,519	505	4.28	60	14	56.120	2.5221	YES
Dec-02	46.15	24,000	520	4.94	25	5	57.790	1.5872	YES
Jan-03	55.89	35,268	631	4.99	60	12	69.248	2.5226	YES
Feb-03	30.45	19,703	647	10.40	177	17	34.583	2.3605	YES
Mar-03	32.32	24,985	773	6.55	111	17	40.738	2.5805	YES
Apr-03	27.24	17,517	643	5.35	64	12	39.193	1.9175	YES
May-03	38.39	29,484	768	8.02	208	26	47.385	3.2146	YES
Jun-03	56.81	42,039	740	5.18	83	16	76.795	2.6604	YES
Jul-03	28.18	17,526	622	4.71	99	21	37.958	2.7867	YES
Aug-03	27.15	17,351	639	5.39	92	17	38.179	2.3198	YES
Sep-03	27.69	15,947	576	6.84	86	13	33.614	2.2318	YES
Oct-03	26.18	13,875	530	2.38	19	8	31.605	2.1142	YES

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

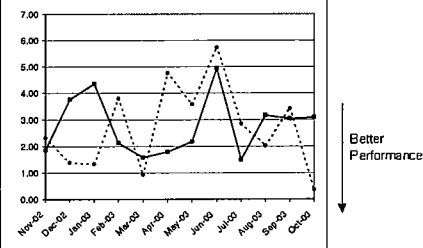


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B.3.3.5.2 xDSL (ADSL, HDSL and UCL)Non-Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.86	1,740	936	2.33	16	7	11.210	-0.1111	YES
Dec-02	3.76	3,680	978	1.38	11	8	21.090	0.3178	YES
Jan-03	4.36	5,098	1,170	1.33	15	11	23.543	0.4238	YES
Feb-03	2.12	3,304	1,555	3.80	27	7	11.653	-0.3795	YES
Mar-03	1.58	3,076	1,942	0.94	4	4	11.345	0.1131	YES
Apr-03	1.78	2,300	1,289	4.75	19	4	18.438	-0.3217	YES
May-03	2.18	3,061	1,405	3.58	7	2	12.887	-0.1540	YES
Jun-03	4.94	7,595	1,536	5.74	34	6	26.648	-0.0726	YES
Jul-03	1.50	3,092	2,066	2.85	23	8	9.028	-0.4239	YES
Aug-03	3.17	1,693	534	2.02	10	5	11.194	0.2293	YES
Sep-03	3.03	1,416	468	3.41	17	5	11.447	-0.0740	YES
Oct-03	3.08	1,723	580	0.37	1	3	12.485	0.3750	YES

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

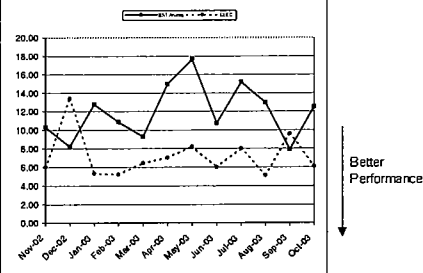


Better Performance

B.3.3.6.1 UNE ISDN/Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.30	309	30	6.02	120	20	9.701	1.5251	YES
Dec-02	8.21	271	33	13.37	120	9	7.849	-1.7513	NO
Jan-03	12.75	395	31	5.32	69	13	15.869	1.4185	YES
Feb-03	10.85	315	29	5.23	63	12	16.300	1.0048	YES
Mar-03	9.30	186	20	6.44	110	17	8.757	0.9896	YES
Apr-03	14.87	419	28	7.03	105	15	15.839	1.5665	YES
May-03	17.84	529	30	8.23	132	18	18.405	1.8519	YES
Jun-03	10.72	332	31	5.99	84	14	11.324	1.2972	YES
Jul-03	15.15	652	43	8.00	208	26	26.628	1.0742	YES
Aug-03	12.94	544	42	5.12	97	19	13.393	2.1131	YES
Sep-03	7.91	301	38	9.59	182	19	6.878	-0.8899	YES
Oct-03	12.49	275	22	6.09	81	10	16.546	1.0144	YES

Note 1: ISDN - BRI data serves as the BST Analog for this report

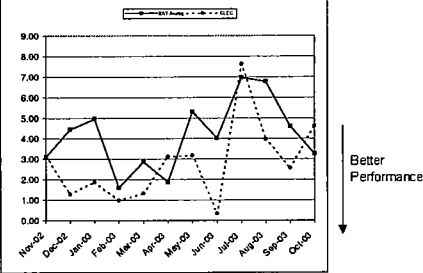


Better Performance

B.3.3.6.2 UNE ISDN/Non-Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	3.10	223	72	3.13	16	5	5.511	-0.0110	YES
Dec-02	4.44	173	39	1.28	6	5	16.789	0.3966	YES
Jan-03	4.97	204	41	1.89	13	7	7.716	0.9770	YES
Feb-03	1.80	80	50	0.86	1	1	2.029	0.3001	YES
Mar-03	2.88	120	42	1.33	3	2	5.960	0.3543	YES
Apr-03	1.67	97	52	3.11	16	5	3.789	-0.6994	YES
May-03	5.31	244	46	3.18	25	8	14.928	0.3717	YES
Jun-03	4.02	141	35	0.35	1	3	8.142	0.9930	YES
Jul-03	6.87	390	56	7.82	30	4	17.782	-0.0712	YES
Aug-03	8.75	230	34	3.98	32	8	20.910	0.3374	YES
Sep-03	4.60	202	44	2.57	21	8	14.350	0.3681	YES
Oct-03	3.25	114	35	4.62	32	7	5.561	-0.5942	YES

Note 1: ISDN - BRI data serves as the BST Analog for this report



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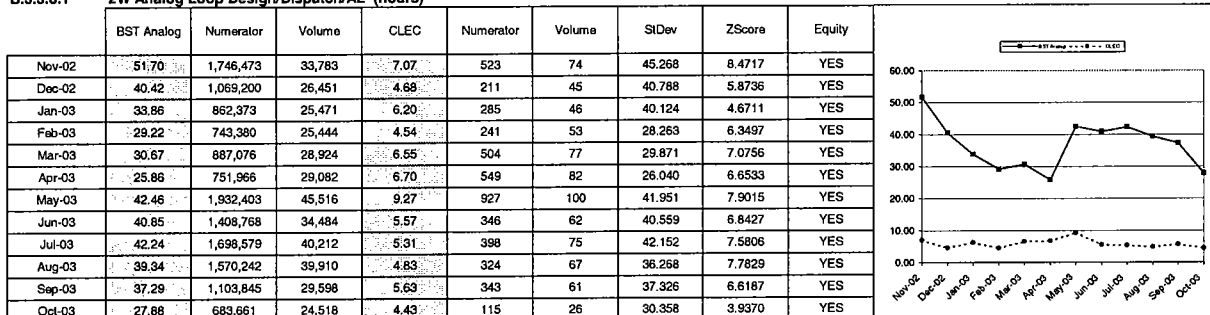
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Maintenance Average Duration

(Duration from the Start to Finish of a Trouble)

Numerator indicates total of trouble durations for this disaggregation in the reporting period.

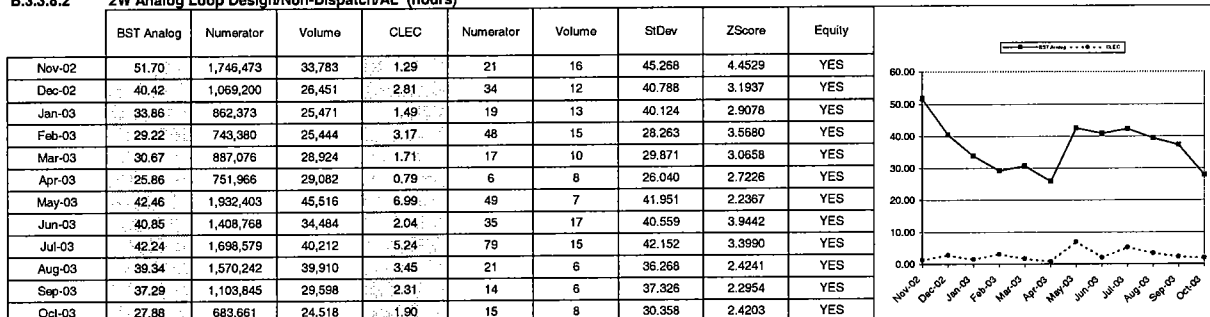
Volume indicates total closed troubles for this disaggregation in the reporting period.

B.3.3.8.1 2W Analog Loop Design/Dispatch/AL (hours)



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.3.3.8.2 2W Analog Loop Design/Non-Dispatch/AL (hours)



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Maintenance Average Duration

(Duration from the Start to Finish of a Trouble)

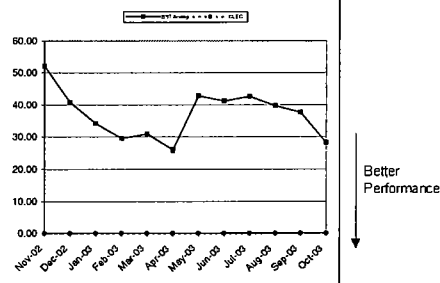
Numerator indicates total of trouble durations for this disaggregation in the reporting period.

Volume indicates total closed troubles for this disaggregation in the reporting period.

B.3.3.9.1 2W Analog Loop Non-Design/Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	52.19	1,738,420	33,311	0.00	0	0	45.290		YES
Dec-02	40.72	1,064,190	26,132	0.00	0	0	40.825		YES
Jan-03	34.16	854,253	25,007	0.00	0	0	40.177		YES
Feb-03	29.46	738,278	25,063	0.00	0	0	28.160		YES
Mar-03	30.93	880,324	28,464	0.00	0	0	29.935		YES
Apr-03	25.98	745,517	28,691	0.00	0	0	26.048		YES
May-03	42.83	1,923,408	44,911	0.00	0	0	42.038		YES
Jun-03	41.21	1,401,894	34,018	0.00	0	0	40.605		YES
Jul-03	42.59	1,689,674	39,672	0.00	0	0	42.242		YES
Aug-03	39.63	1,562,749	39,429	0.00	0	0	36.317		YES
Sep-03	37.60	1,098,118	29,208	0.00	0	0	37.409		YES
Oct-03	28.07	677,987	24,152	0.00	0	0	30.430		YES

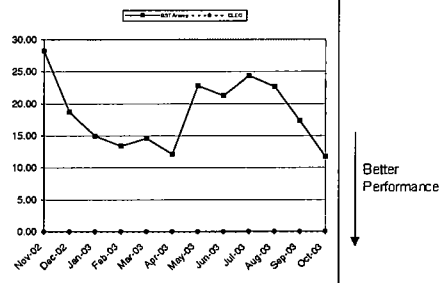
Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report



B.3.3.9.2 2W Analog Loop Non-Design/Non-Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	28.23	452,865	17,462	0.00	0	0	36.081		YES
Dec-02	18.68	288,380	15,437	0.00	0	0	26.917		YES
Jan-03	14.94	211,531	14,155	0.00	0	0	25.402		YES
Feb-03	13.40	177,398	13,242	0.00	0	0	19.462		YES
Mar-03	14.60	230,542	15,793	0.00	0	0	21.929		YES
Apr-03	12.14	171,659	14,144	0.00	0	0	19.968		YES
May-03	22.79	503,403	22,086	0.00	0	0	32.949		YES
Jun-03	21.25	390,336	18,373	0.00	0	0	30.618		YES
Jul-03	24.34	457,250	18,788	0.00	0	0	32.331		YES
Aug-03	22.65	418,682	18,482	0.00	0	0	28.337		YES
Sep-03	17.33	242,098	13,966	0.00	0	0	25.576		YES
Oct-03	11.68	132,761	11,368	0.00	0	0	20.030		YES

Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report



Better Performance

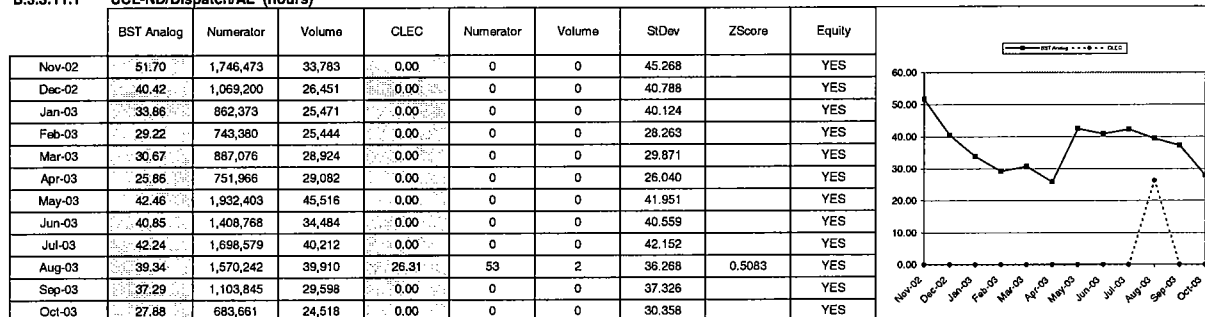
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Maintenance Average Duration

(Duration from the Start to Finish of a Trouble)

Numerator indicates total of trouble durations for this disaggregation in the reporting period.

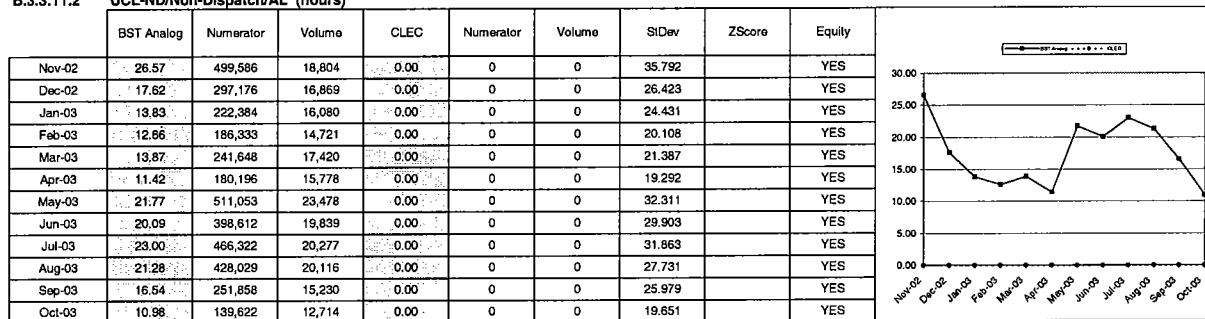
Volume indicates total closed troubles for this disaggregation in the reporting period.

B.3.3.11.1 UCL-ND/Dispatch/AL (hours)



Note 1: Retail Residence / Business data serves as the BST Analog for this report

B.3.3.11.2 UCL-ND/Non-Dispatch/AL (hours)



Note 1: Retail Residence / Business data serves as the BST Analog for this report

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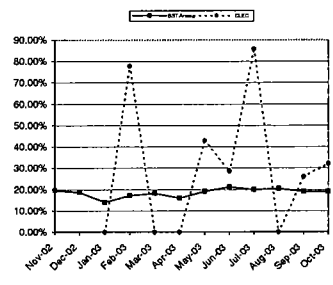
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
% Repeat Troubles within 30 Days  
(% of Troubles that Repeated within 30 Days)

Numerator Indicates total number of troubles that repeated within 30 days in the reporting period.  
Volume Indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.4.4.1 EEL/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	19.65%	6,767	34,432						
Dec-02	18.74%	5,059	26,991						
Jan-03	14.06%	3,665	26,070	0.00%	0	4			
Feb-03	17.27%	4,488	25,981	77.78%	7	9			
Mar-03	18.29%	5,416	29,613	0.00%	0	2			
Apr-03	15.94%	4,748	29,783	0.00%	0	3			
May-03	19.11%	8,906	46,609	42.86%	3	7			
Jun-03	21.19%	7,501	35,392	28.57%	2	7			
Jul-03	19.95%	8,216	41,181	85.71%	6	7			
Aug-03	20.37%	8,348	40,979	0.00%	0	5			
Sep-03	19.02%	5,745	30,210	25.93%	7	27			
Oct-03	19.06%	4,777	25,064	32.00%	8	25			

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



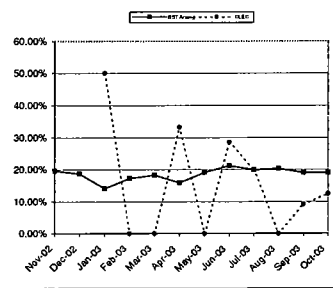
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B.3.4.4.2 EEL/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	19.65%	6,767	34,432						
Dec-02	18.74%	5,059	26,991						
Jan-03	14.06%	3,665	26,070	50.00%	1	2		-1.4623	YES
Feb-03	17.27%	4,488	25,981	0.00%	0	1		0.4570	YES
Mar-03	18.29%	5,416	29,613	0.00%	0	1		0.4731	YES
Apr-03	15.94%	4,748	29,783	33.33%	1	3		-0.8228	YES
May-03	19.11%	8,906	46,609	0.00%	0	1		0.4860	YES
Jun-03	21.19%	7,501	35,392	28.57%	2	7		-0.4776	YES
Jul-03	19.95%	8,216	41,181	20.00%	1	5		-0.0027	YES
Aug-03	20.37%	8,348	40,979	0.00%	0	6		1.2389	YES
Sep-03	19.02%	5,745	30,210	9.09%	1	11		0.8387	YES
Oct-03	19.06%	4,777	25,064	12.50%	1	8		0.4723	YES

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



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Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair

% Repeat Troubles within 30 Days

(% of Troubles that Repeated within 30 Days)

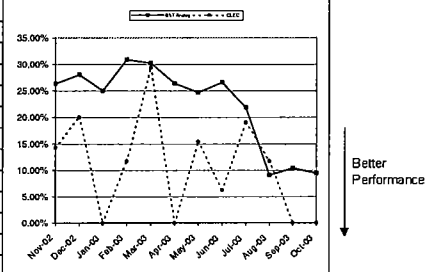
Numerator indicates total number of troubles that repeated within 30 days in the reporting period.

Volume indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.4.5.1 xDSL (ADSL, HDSL and UCL)Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	26.34%	133	505	14.29%	2	14		1.0098	YES
Dec-02	28.08%	146	520	20.00%	1	5		0.4000	YES
Jan-03	25.04%	158	631	0.00%	0	12		1.9833	YES
Feb-03	30.91%	200	647	11.76%	2	17		1.6863	YES
Mar-03	30.27%	234	773	28.41%	5	17		0.0763	YES
Apr-03	26.44%	170	643	0.00%	0	12		2.0576	YES
May-03	24.74%	190	768	15.38%	4	26		1.0872	YES
Jun-03	26.62%	197	740	6.25%	1	16		1.8241	YES
Jul-03	21.86%	138	622	19.05%	4	21		0.3072	YES
Aug-03	9.08%	58	639	11.76%	2	17		-0.3808	YES
Sep-03	10.42%	60	576	0.00%	0	13		1.2158	YES
Oct-03	9.43%	50	530	0.00%	0	8		0.9061	YES

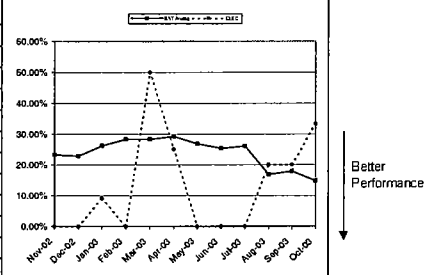
Note 1: ADSL Provided to Retail data serves as the BST Analog for this report



B.3.4.5.2 xDSL (ADSL, HDSL and UCL)Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	23.29%	218	936	0.00%	0	7		1.4524	YES
Dec-02	22.90%	224	978	0.00%	0	8		1.5354	YES
Jan-03	26.15%	306	1,170	9.09%	1	11		1.2817	YES
Feb-03	28.30%	440	1,555	0.00%	0	7		1.8583	YES
Mar-03	28.32%	550	1,942	50.00%	2	4		-0.9613	YES
Apr-03	29.17%	376	1,289	25.00%	1	4		0.1832	YES
May-03	26.83%	377	1,405	0.00%	0	2		0.8558	YES
Jun-03	25.39%	390	1,536	0.00%	0	6		1.4262	YES
Jul-03	26.04%	538	2,066	0.00%	0	8		1.6751	YES
Aug-03	16.85%	90	534	20.00%	1	5		-0.1871	YES
Sep-03	17.95%	84	468	20.00%	1	5		-0.1189	YES
Oct-03	14.82%	83	560	33.33%	1	3		-0.9000	YES

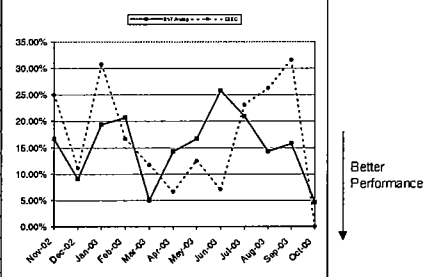
Note 1: ADSL Provided to Retail data serves as the BST Analog for this report



B.3.4.6.1 UNE ISDN/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	16.87%	5	30	25.00%	5	20		-0.7746	YES
Dec-02	9.09%	3	33	11.11%	1	9		-0.1869	YES
Jan-03	19.35%	6	31	30.77%	4	13		-0.8744	YES
Feb-03	20.69%	6	29	16.67%	2	12		0.2893	YES
Mar-03	5.00%	1	20	11.76%	2	17		-0.9409	YES
Apr-03	14.29%	4	28	8.67%	1	15		0.8805	YES
May-03	16.67%	5	30	12.50%	2	16		0.3612	YES
Jun-03	25.81%	8	31	7.14%	1	14		1.3246	YES
Jul-03	20.83%	9	43	23.08%	6	26		-0.2124	YES
Aug-03	14.29%	6	42	26.32%	5	19		-1.2434	YES
Sep-03	15.79%	6	38	31.58%	6	19		-1.5411	YES
Oct-03	4.55%	1	22	0.00%	0	10		0.5722	YES

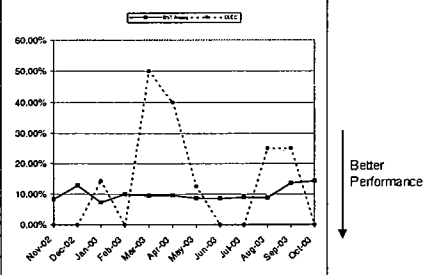
Note 1: ISDN - BRI data serves as the BST Analog for this report



B.3.4.6.2 UNE ISDN/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.33%	6	72	0.00%	0	5		0.6519	YES
Dec-02	12.82%	5	39	0.00%	0	5		0.8073	YES
Jan-03	7.32%	3	41	14.29%	1	7		-0.6543	YES
Feb-03	10.00%	5	50	0.00%	0	1		0.3300	YES
Mar-03	9.52%	4	42	50.00%	1	2		-1.9052	NO
Apr-03	9.62%	5	52	40.00%	2	5		-2.2013	NO
May-03	8.70%	4	46	12.50%	1	8		-0.3525	YES
Jun-03	8.57%	3	35	0.00%	0	3		0.5090	YES
Jul-03	8.93%	5	56	0.00%	0	4		0.6050	YES
Aug-03	8.82%	3	34	25.00%	2	8		-1.4514	YES
Sep-03	13.84%	6	44	25.00%	2	8		-0.8615	YES
Oct-03	14.29%	5	35	0.00%	0	7		0.9860	YES

Note 1: ISDN - BRI data serves as the BST Analog for this report



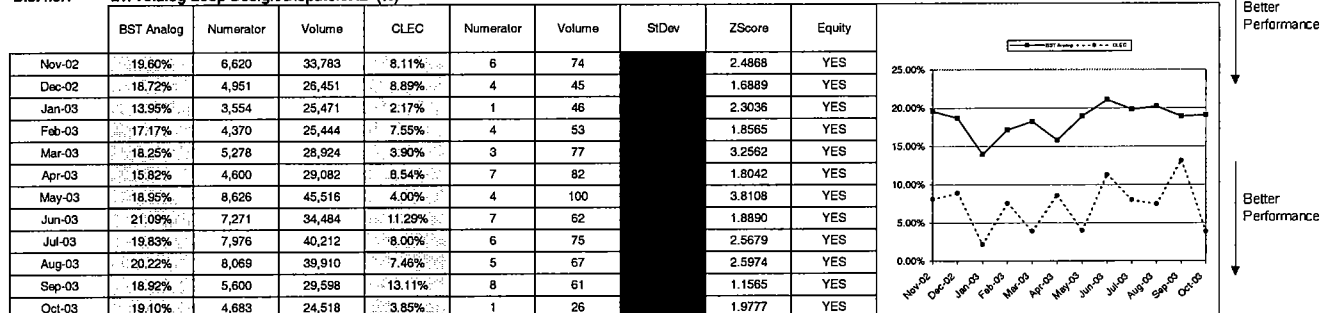
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
% Repeat Troubles within 30 Days

(% of Troubles that Repeated within 30 Days)

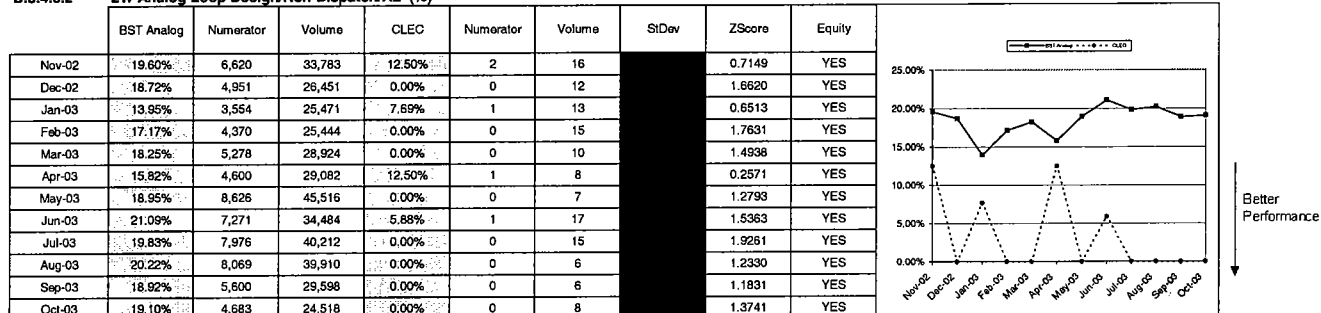
Numerator indicates total number of troubles that repeated within 30 days in the reporting period.

Volume Indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.4.8.1 2W Analog Loop Design/Dispatch/AL (%)



B.3.4.8.2 2W Analog Loop Design/Non-Dispatch/AL (%)





Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
% Repeat Troubles within 30 Days

(% of Troubles that Repeated within 30 Days)

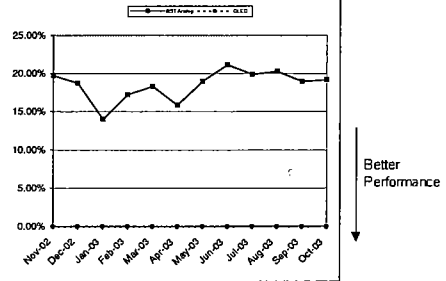
Numerator indicates total number of troubles that repeated within 30 days in the reporting period.

Volume indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.4.9.1 2W Analog Loop Non-Design/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	19.70%	6,563	33,311	0.00%	0	0			YES
Dec-02	18.74%	4,898	26,132	0.00%	0	0			YES
Jan-03	14.01%	3,503	25,007	0.00%	0	0			YES
Feb-03	17.22%	4,316	25,063	0.00%	0	0			YES
Mar-03	18.35%	5,222	28,464	0.00%	0	0			YES
Apr-03	15.84%	4,545	28,691	0.00%	0	0			YES
May-03	18.99%	8,528	44,911	0.00%	0	0			YES
Jun-03	21.14%	7,190	34,018	0.00%	0	0			YES
Jul-03	19.90%	7,893	39,672	0.00%	0	0			YES
Aug-03	20.28%	7,995	39,429	0.00%	0	0			YES
Sep-03	18.96%	5,536	29,208	0.00%	0	0			YES
Oct-03	19.18%	4,632	24,152	0.00%	0	0			YES

Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

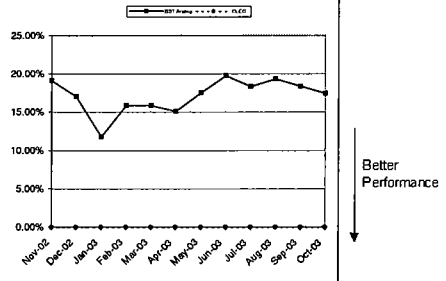


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B.3.4.9.2 2W Analog Loop Non-Design/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	19.12%	3,338	17,462	0.00%	0	0			YES
Dec-02	17.04%	2,631	15,437	0.00%	0	0			YES
Jan-03	11.79%	1,669	14,155	0.00%	0	0			YES
Feb-03	15.84%	2,097	13,242	0.00%	0	0			YES
Mar-03	15.86%	2,505	15,793	0.00%	0	0			YES
Apr-03	15.09%	2,134	14,144	0.00%	0	0			YES
May-03	17.53%	3,871	22,086	0.00%	0	0			YES
Jun-03	19.76%	3,631	18,373	0.00%	0	0			YES
Jul-03	18.33%	3,443	18,788	0.00%	0	0			YES
Aug-03	19.35%	3,576	18,482	0.00%	0	0			YES
Sep-03	18.37%	2,565	13,966	0.00%	0	0			YES
Oct-03	17.46%	1,985	11,368	0.00%	0	0			YES

Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report



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Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair

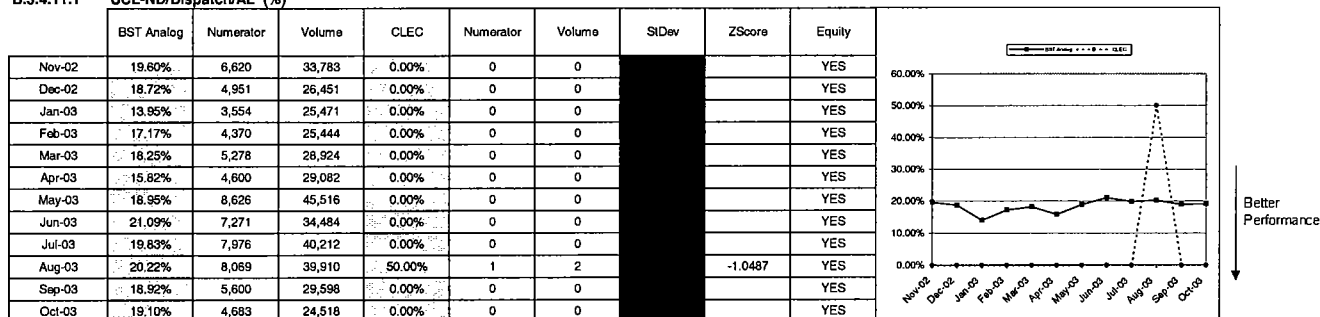
% Repeat Troubles within 30 Days

(% of Troubles that Repeated within 30 Days)

Numerator Indicates total number of troubles that repeated within 30 days in the reporting period.

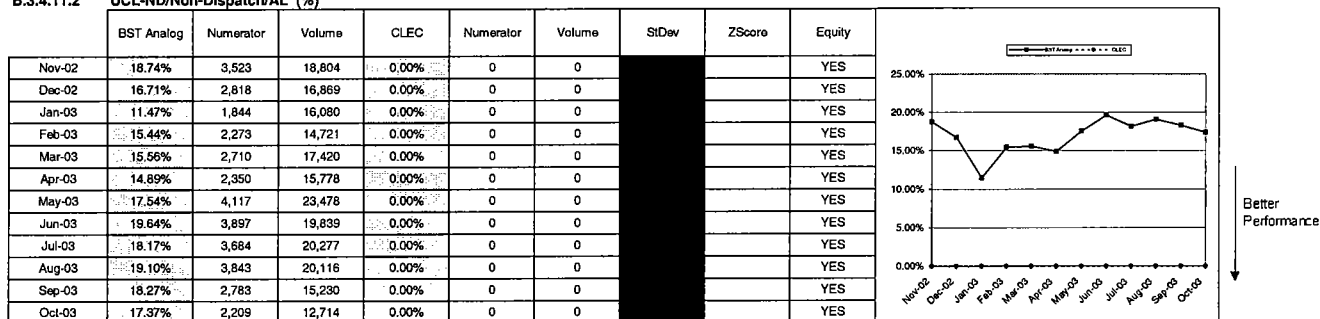
Volume Indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.4.11.1 UCL-ND/Dispatch/AL (%)



Note 1: Retail Residence / Business data serves as the BST Analog for this report

B.3.4.11.2 UCL-ND/Non-Dispatch/AL (%)



Note 1: Retail Residence / Business data serves as the BST Analog for this report

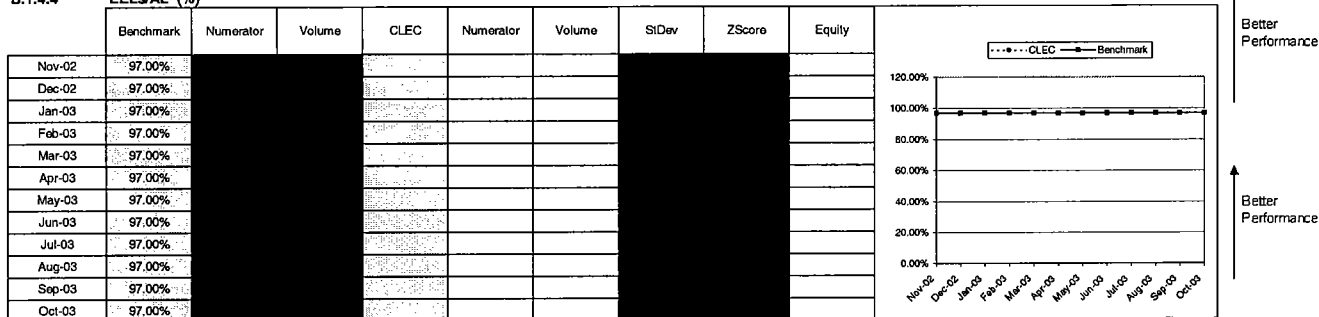
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - Mechanized

(% of CLEC Reject Notification Intervals within 1 Hour)

Numerator indicates total number of CLEC reject notification intervals within 1 hour for this disaggregation in the reporting period.  
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.4.4

EELs/AL (%)



Alabama I, November 2002 - October 2003

Unbundled Network Elements - Ordering

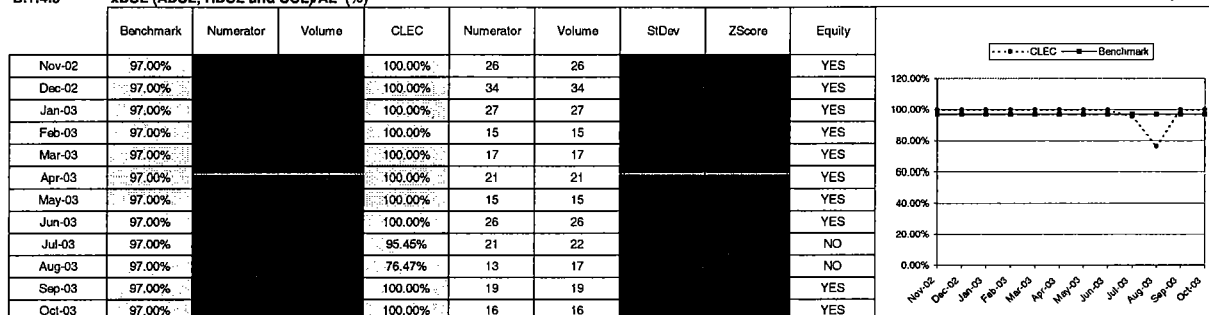
Reject Interval - Mechanized

(% of CLEC Reject Notification Intervals within 1 Hour)

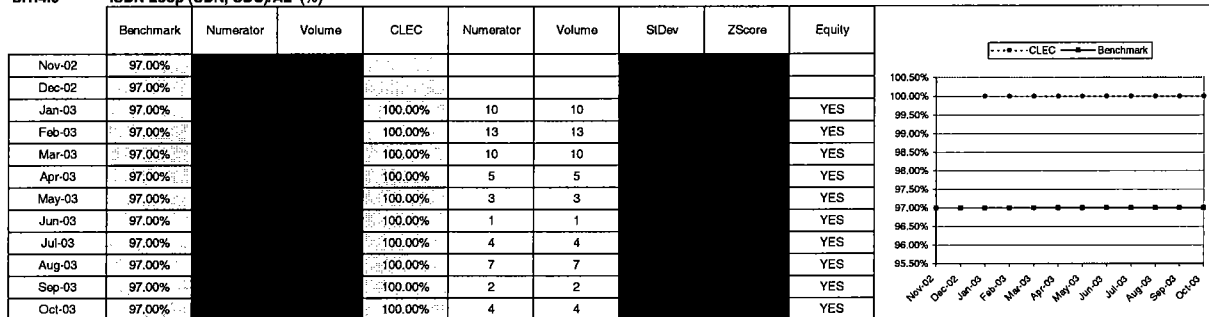
Numerator indicates total number of CLEC reject notification intervals within 1 hour for this disaggregation in the reporting period.

Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

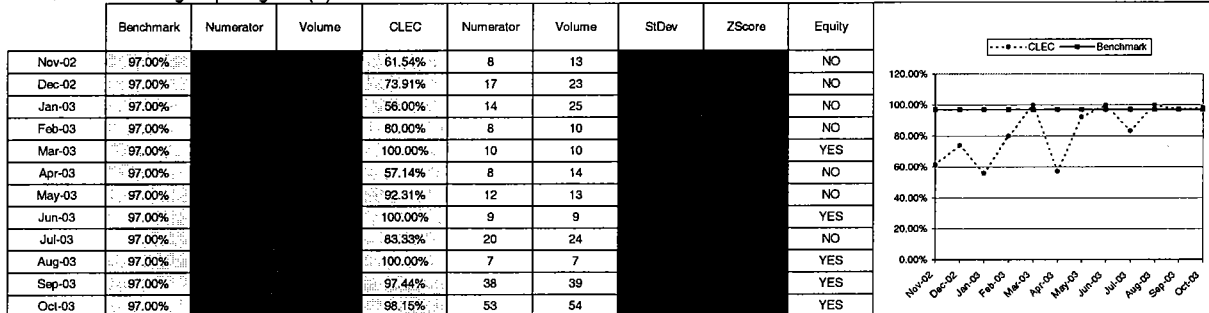
B.1.4.5 xDSL (ADSL, HDSL and UCL/AL (%)



B.1.4.6 ISDN Loop (UDN, UDC/AL (%)



B.1.4.8 2W Analog Loop Design/AL (%)

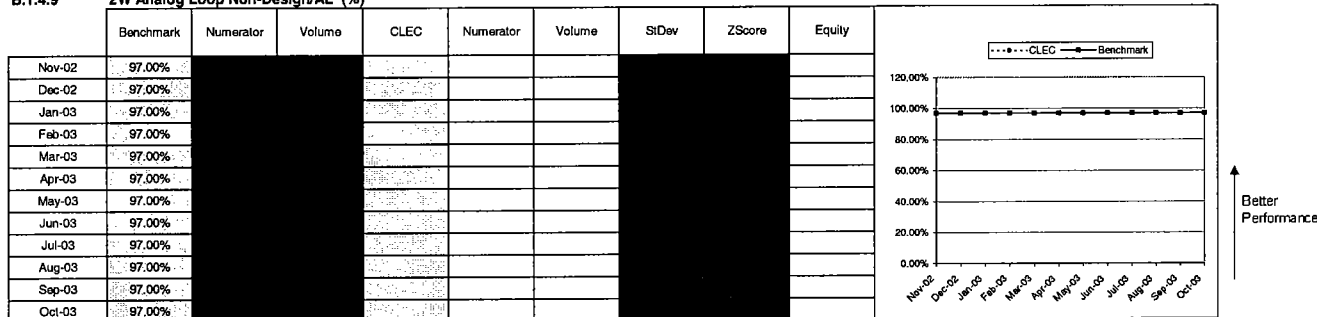


Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - Mechanized

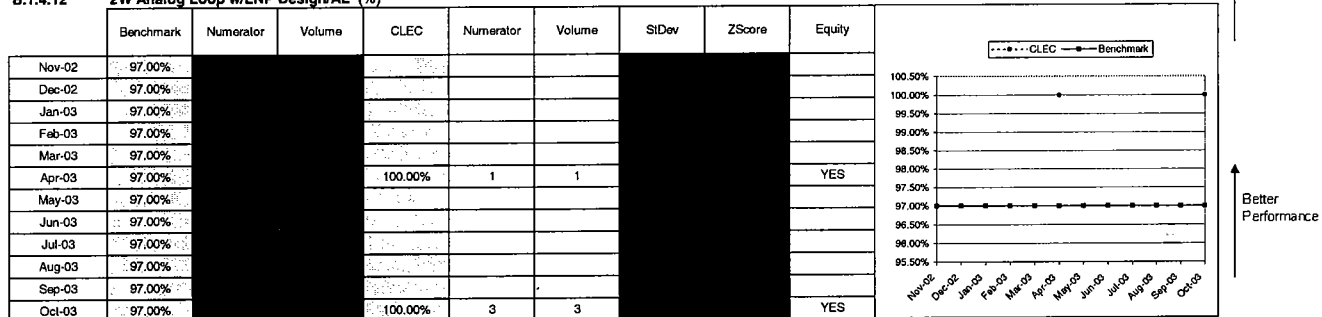
(% of CLEC Reject Notification Intervals within 1 Hour)

Numerator indicates total number of CLEC reject notification intervals within 1 hour for this disaggregation in the reporting period.  
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.4.9 2W Analog Loop Non-Design/AL (%)



B.1.4.12 2W Analog Loop w/LNP Design/AL (%)

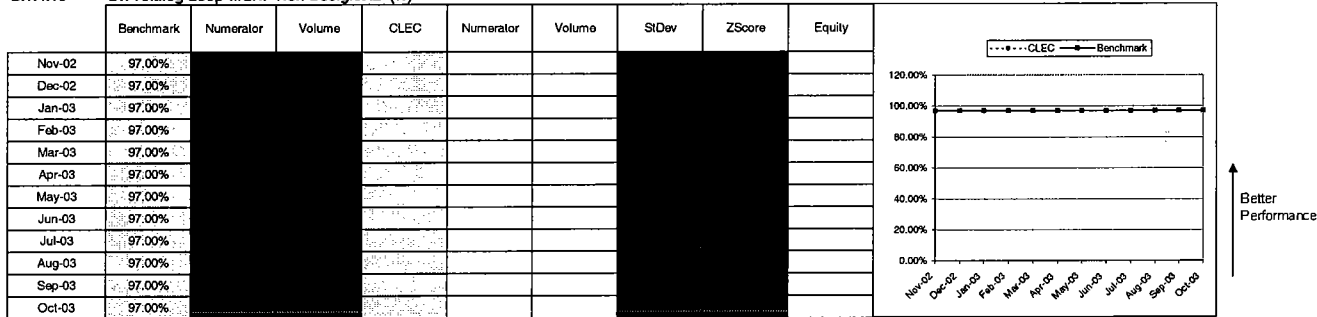


Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - Mechanized

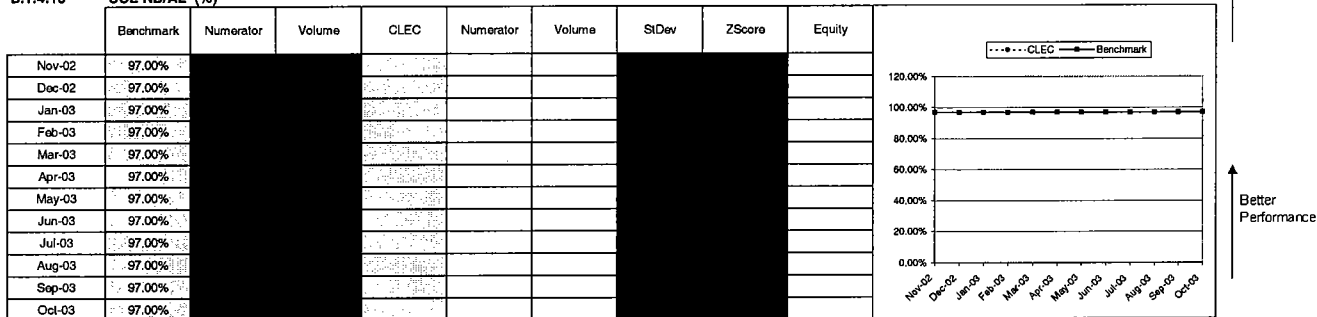
(% of CLEC Reject Notification Intervals within 1 Hour)

Numerator indicates total number of CLEC reject notification intervals within 1 hour for this disaggregation in the reporting period.  
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.4.13 2W Analog Loop w/LNP Non-Design/AL (%)



B.1.4.15 UCL-ND/AL (%)



Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - Non-Mechanized

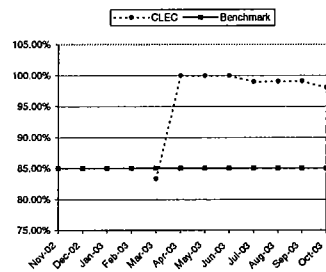
(% of CLEC Firm Order Confirmation Intervals within 36 Hours)

Numerator Indicates total number of CLEC firm order confirmation Intervals within 36 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.13.4

EELs/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%								
Dec-02	85.00%								
Jan-03	85.00%								
Feb-03	85.00%								
Mar-03	85.00%			83.33%	10	12			NO
Apr-03	85.00%			100.00%	5	5			YES
May-03	85.00%			100.00%	39	39			YES
Jun-03	85.00%			100.00%	52	52			YES
Jul-03	85.00%			98.98%	97	98			YES
Aug-03	85.00%			99.02%	101	102			YES
Sep-03	85.00%			99.08%	108	109			YES
Oct-03	85.00%			98.04%	100	102			YES



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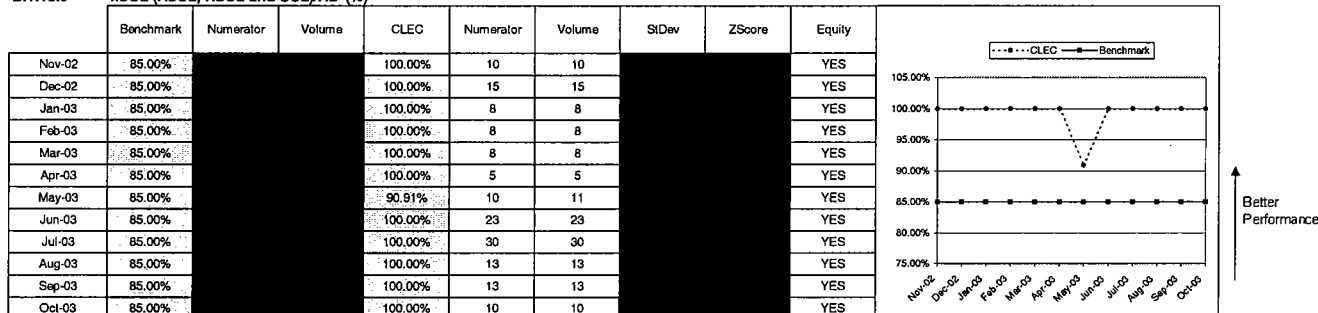
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - Non-Mechanized

(% of CLEC Firm Order Confirmation Intervals within 36 Hours)

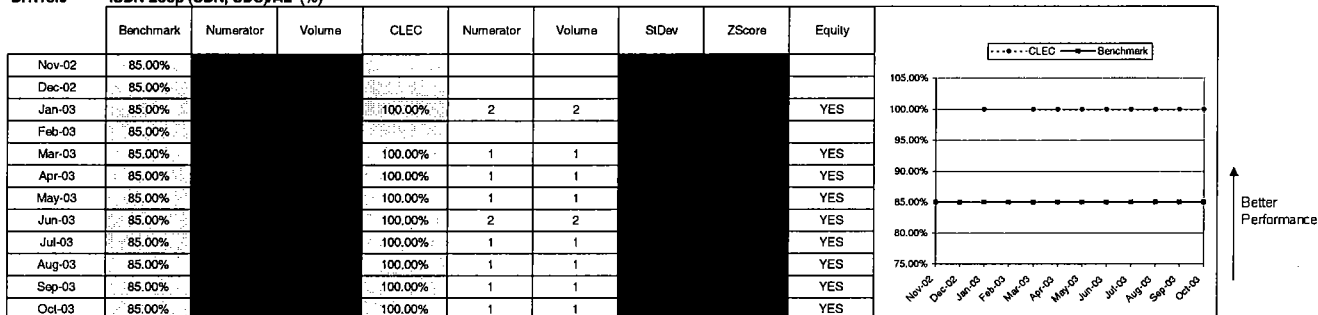
Numerator indicates total number of CLEC firm order confirmation intervals within 36 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

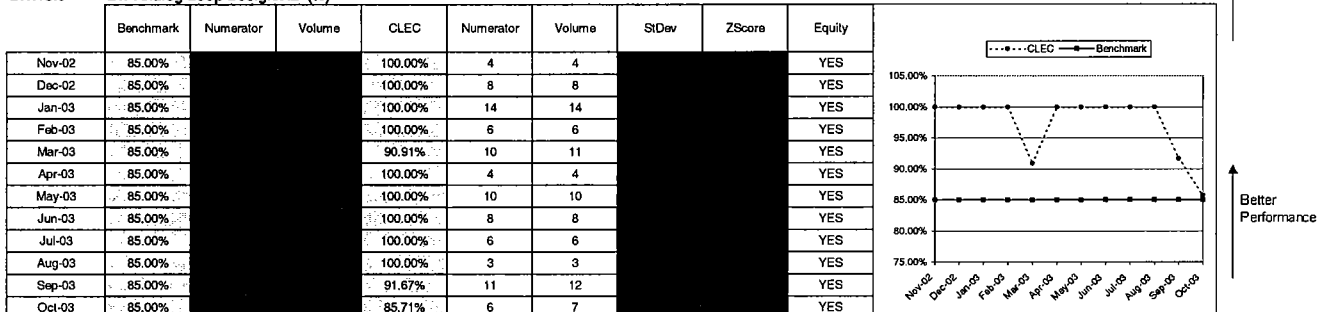
B.1.13.5 xDSL (ADSL, HDSL and UCL/AL (%)



B.1.13.6 ISDN Loop (UDN, UDC/AL (%)



B.1.13.8 2W Analog Loop Design/AL (%)





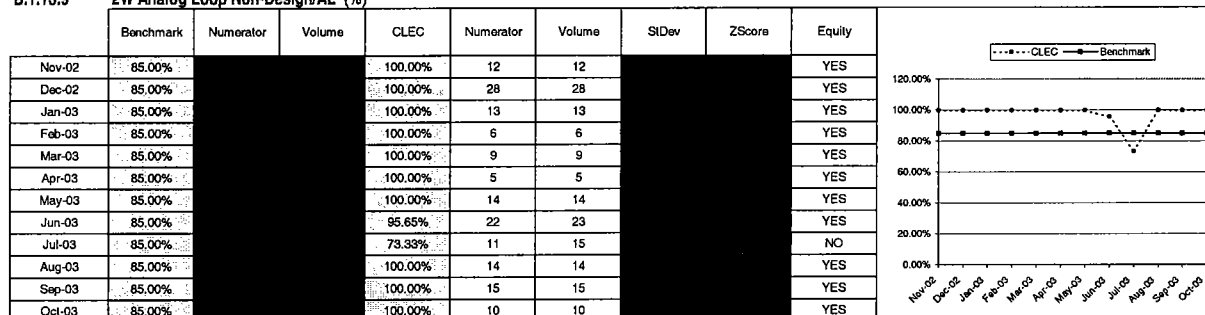
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - Non-Mechanized

(% of CLEC Firm Order Confirmation Intervals within 36 Hours)

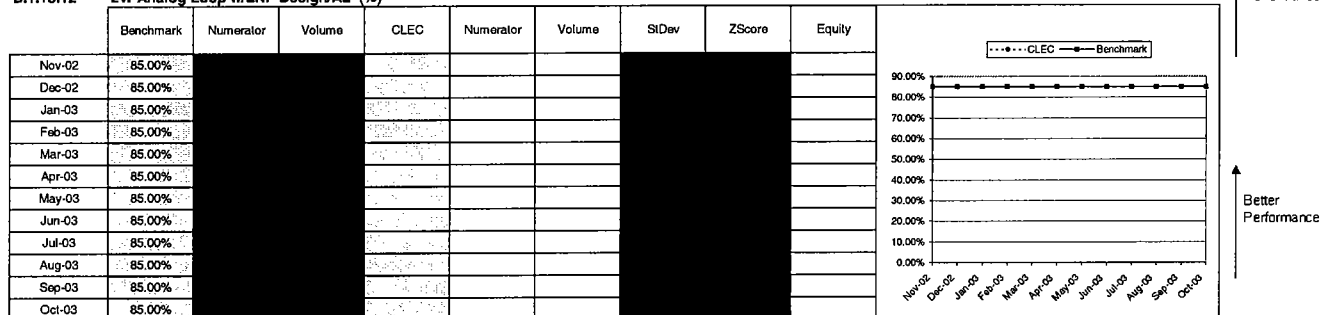
Numerator indicates total number of CLEC firm order confirmation intervals within 36 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.13.9 2W Analog Loop Non-Design/AL (%)



B.1.13.12 2W Analog Loop w/LNP Design/AL (%)



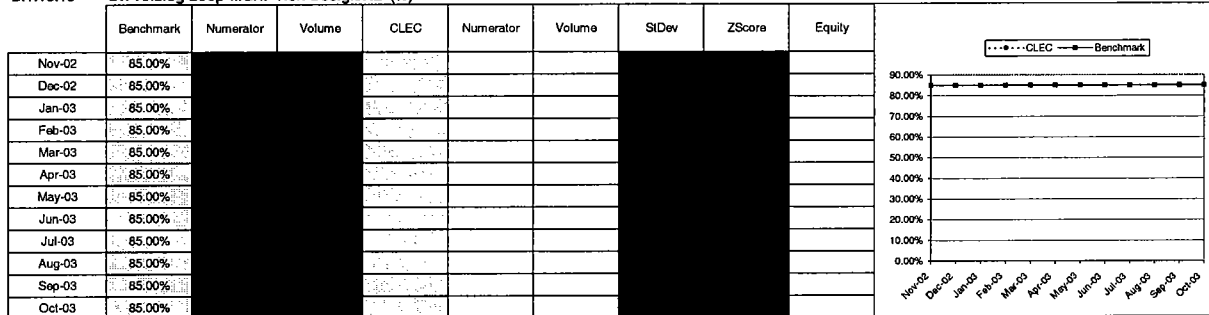
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - Non-Mechanized

(% of CLEC Firm Order Confirmation Intervals within 36 Hours)

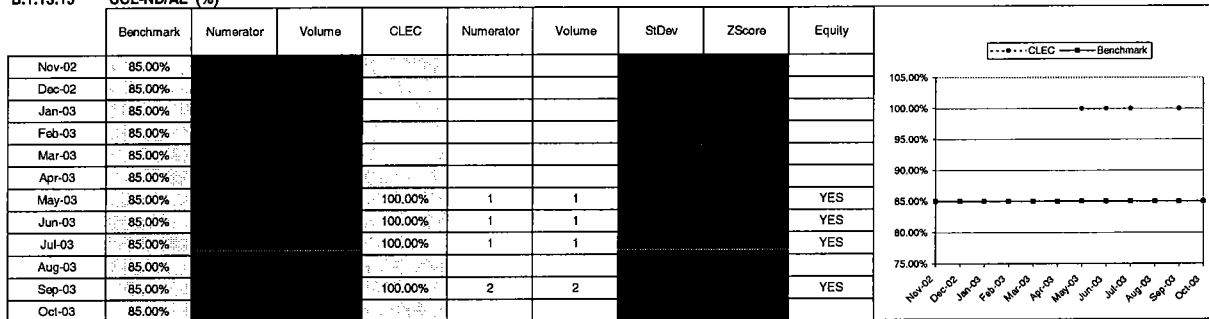
Numerator indicates total number of CLEC firm order confirmation intervals within 36 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.13.13 2W Analog Loop w/LNP Non-Design/AL (%)



B.1.13.15 UCL-ND/AL (%)

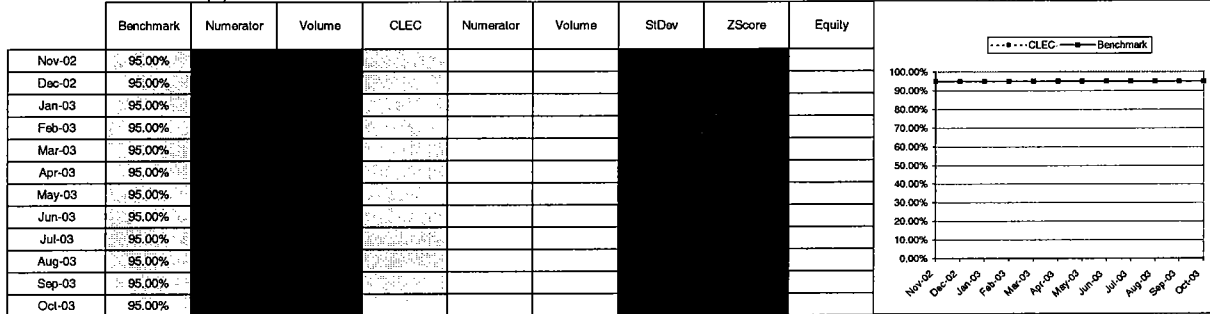


Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

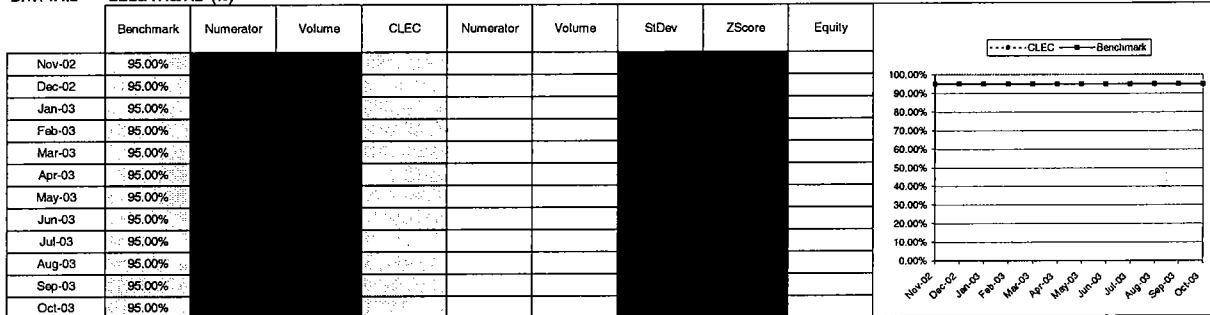
B.1.14.4.1

EELs/ED/AL (%)



B.1.14.4.2

EELs/TAG/AL (%)

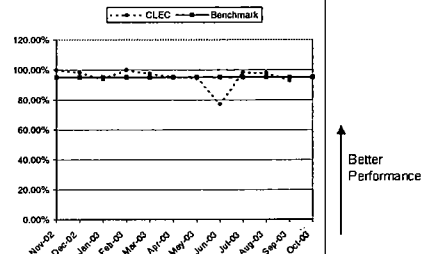


Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

B.1.14.5.1 xDSL (ADSL, HDSL and UCL)/ED/AL (%)

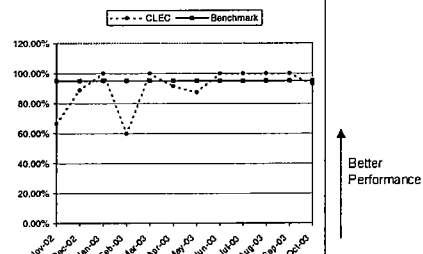
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	138	138			YES
Dec-02	95.00%			98.20%	164	167			YES
Jan-03	95.00%			94.03%	126	134			NO
Feb-03	95.00%			100.00%	96	96			YES
Mar-03	95.00%			97.44%	114	117			YES
Apr-03	95.00%			95.24%	80	84			YES
May-03	95.00%			94.68%	89	94			NO
Jun-03	95.00%			77.24%	112	145			NO
Jul-03	95.00%			98.31%	118	118			YES
Aug-03	95.00%			97.85%	91	93			YES
Sep-03	95.00%			93.10%	27	29			NO
Oct-03	95.00%								



Better  
Performance

B.1.14.5.2 xDSL (ADSL, HDSL and UCL)/TAG/AL (%)

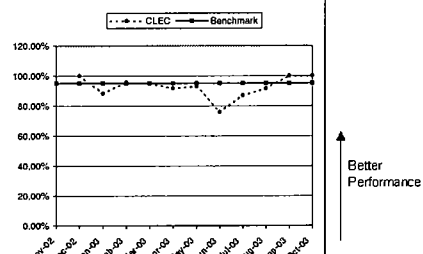
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			88.87%	6	9			NO
Dec-02	95.00%			88.89%	8	9			NO
Jan-03	95.00%			100.00%	12	12			YES
Feb-03	95.00%			60.00%	6	10			NO
Mar-03	95.00%			100.00%	6	6			YES
Apr-03	95.00%			91.67%	11	12			NO
May-03	95.00%			87.50%	7	8			NO
Jun-03	95.00%			100.00%	3	3			YES
Jul-03	95.00%			100.00%	8	8			YES
Aug-03	95.00%			100.00%	11	11			YES
Sep-03	95.00%			100.00%	60	60			YES
Oct-03	95.00%			92.88%	78	84			NO



Better  
Performance

B.1.14.6.1 ISDN Loop (UDN, UDC)/ED/AL (%)

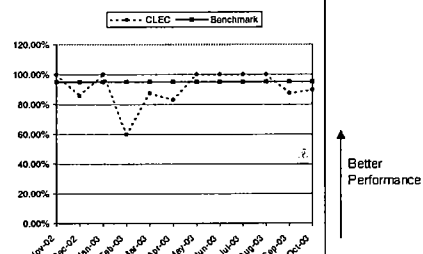
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	6	6			YES
Dec-02	95.00%			88.46%	69	78			NO
Jan-03	95.00%			95.74%	90	94			YES
Feb-03	95.00%			95.12%	78	82			YES
Mar-03	95.00%			91.89%	68	74			NO
Apr-03	95.00%			93.18%	41	44			NO
May-03	95.00%			75.86%	44	58			NO
Jun-03	95.00%			87.10%	54	62			NO
Jul-03	95.00%			91.67%	44	48			NO
Aug-03	95.00%			100.00%	11	11			YES
Sep-03	95.00%			100.00%	1	1			YES
Oct-03	95.00%			100.00%	1	1			YES



Better  
Performance

B.1.14.6.2 ISDN Loop (UDN, UDC)/TAG/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	1	1			YES
Dec-02	95.00%			85.71%	6	7			NO
Jan-03	95.00%			100.00%	1	1			YES
Feb-03	95.00%			80.00%	6	10			NO
Mar-03	95.00%			87.50%	7	8			NO
Apr-03	95.00%			83.33%	5	6			NO
May-03	95.00%			100.00%	5	5			YES
Jun-03	95.00%			100.00%	2	2			YES
Jul-03	95.00%			100.00%	20	20			YES
Aug-03	95.00%			100.00%	7	7			YES
Sep-03	95.00%			87.50%	21	24			NO
Oct-03	95.00%			89.58%	43	48			NO

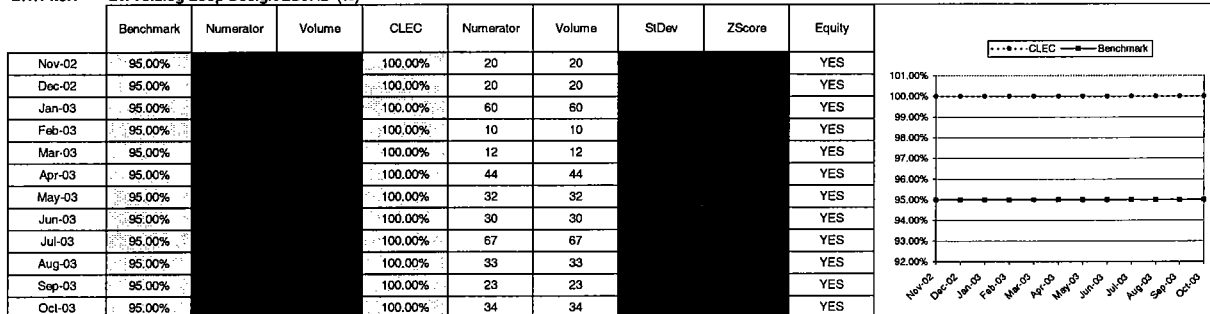


Better  
Performance

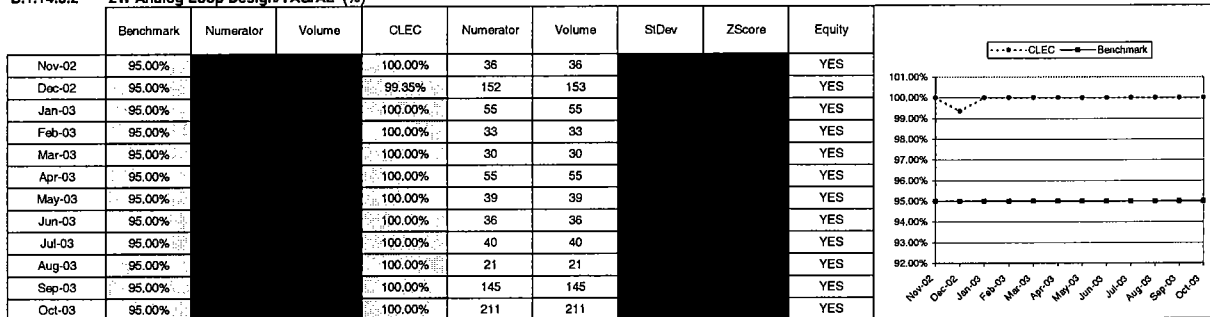
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

B.1.14.8.1 2W Analog Loop Design/ED/AL (%)



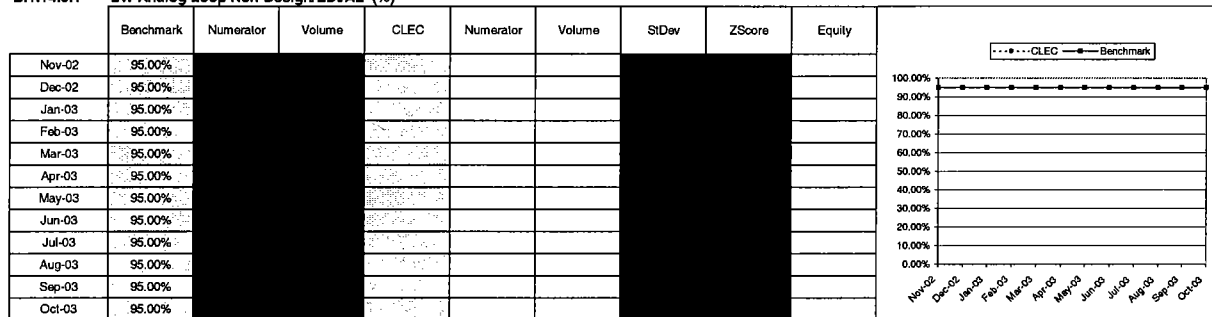
B.1.14.8.2 2W Analog Loop Design/TAG/AL (%)



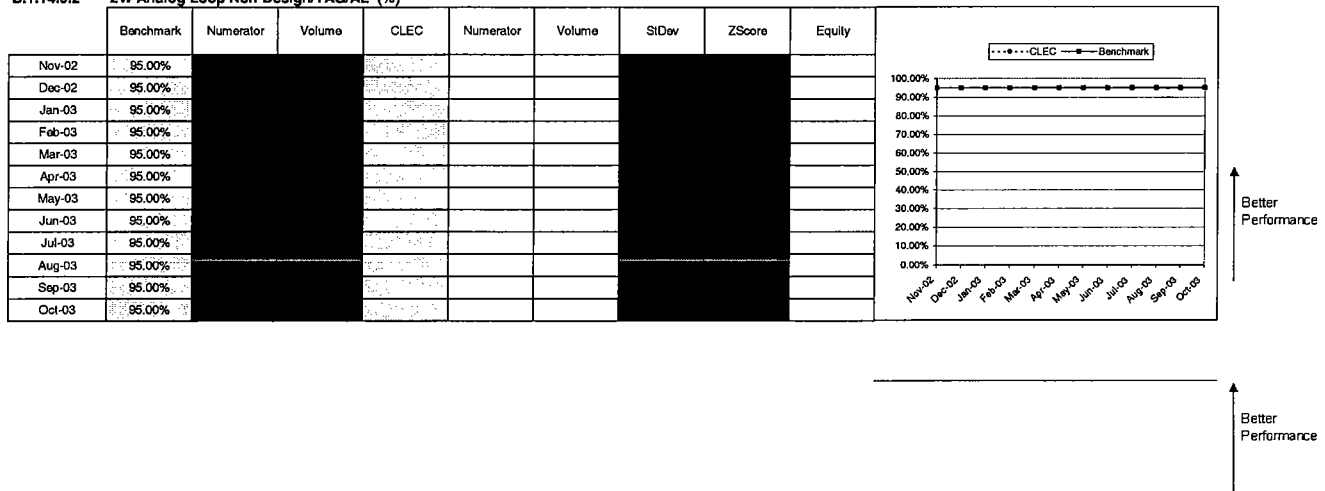
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

B.1.14.9.1 2W Analog Loop Non-Design/ED/AL (%)



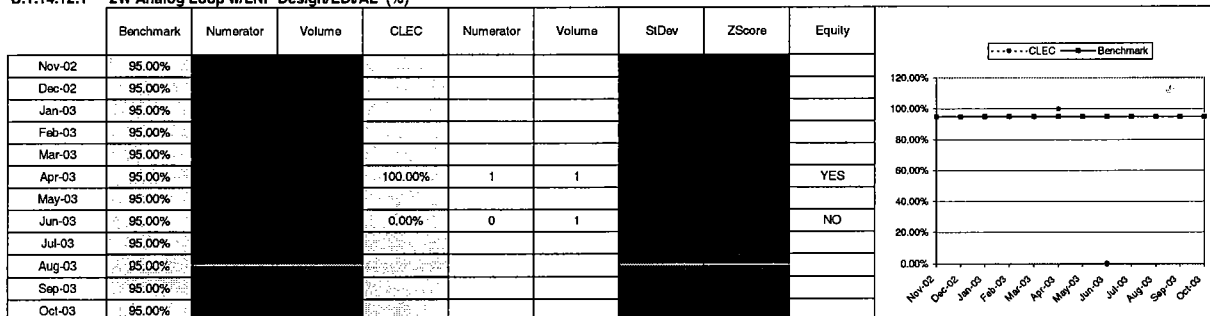
B.1.14.9.2 2W Analog Loop Non-Design/TAG/AL (%)



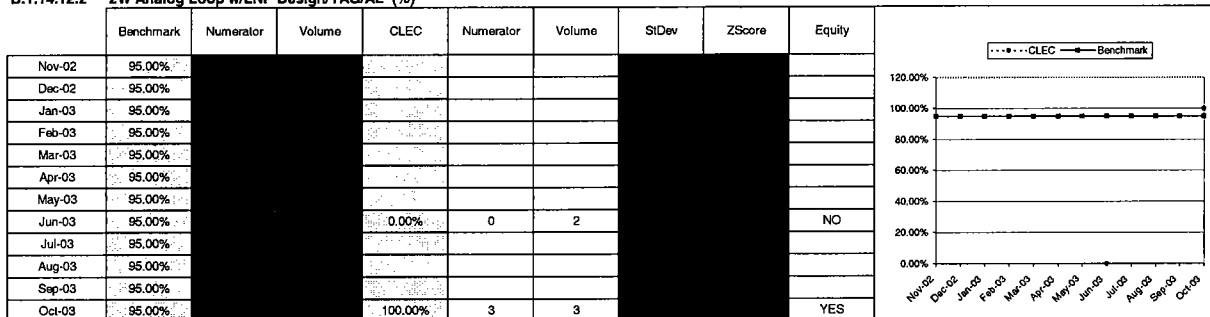
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

B.1.14.12.1 2W Analog Loop w/LNP Design/ED/AL (%)



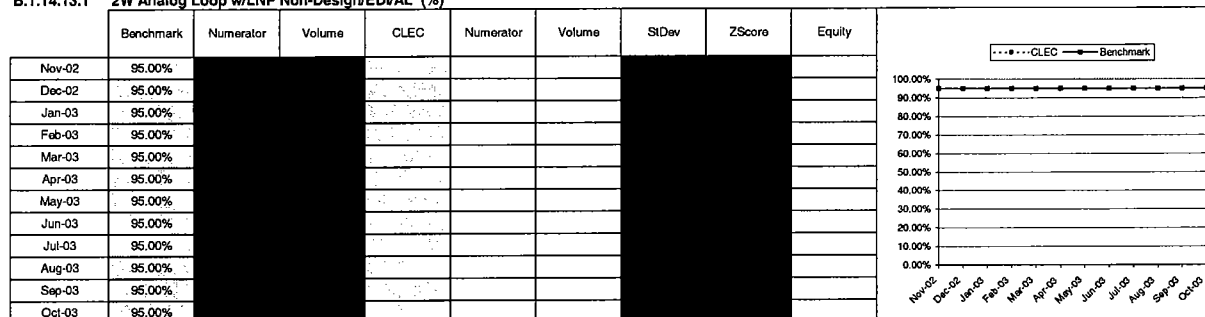
B.1.14.12.2 2W Analog Loop w/LNP Design/TAG/AL (%)



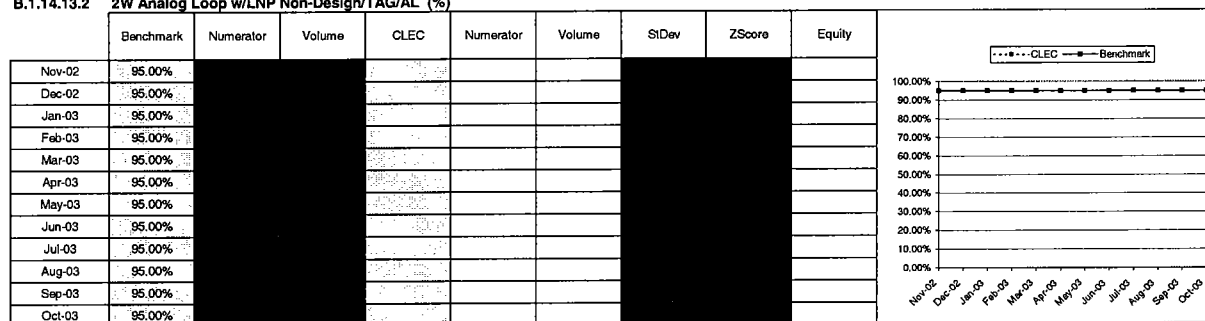
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

B.1.14.13.1 2W Analog Loop w/LNP Non-Design/ED/AL (%)



B.1.14.13.2 2W Analog Loop w/LNP Non-Design/TAG/AL (%)

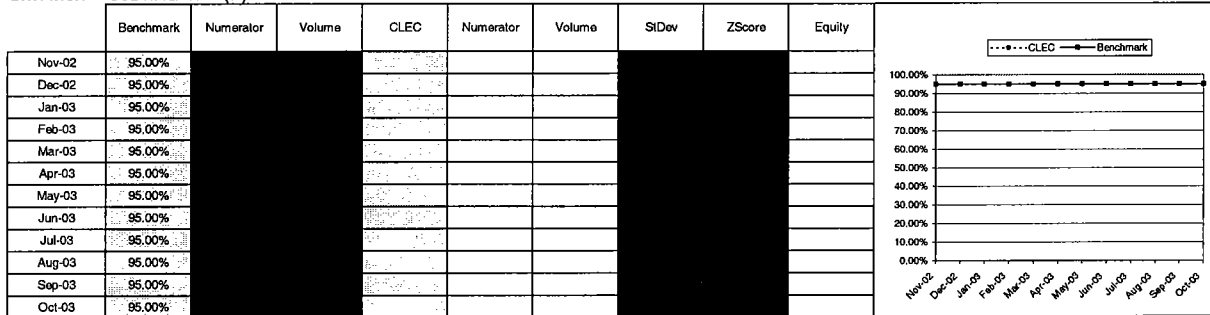




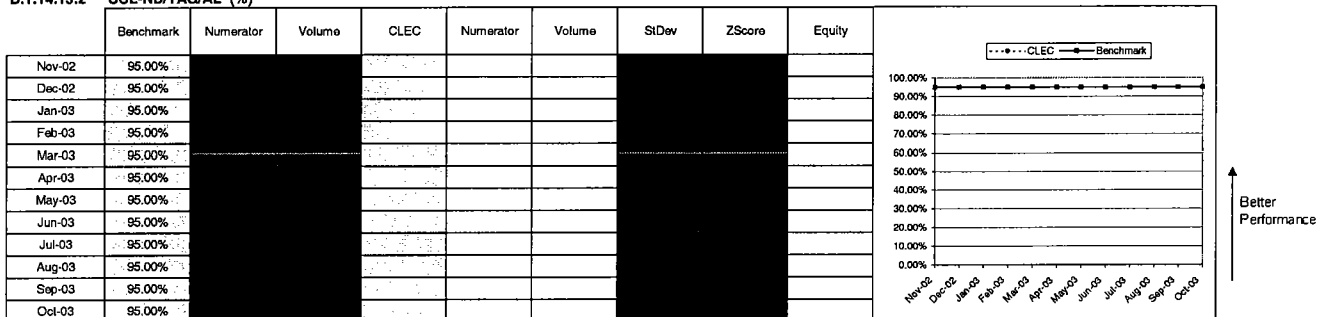
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

B.1.14.15.1 UCL-ND/ED/AL (%)



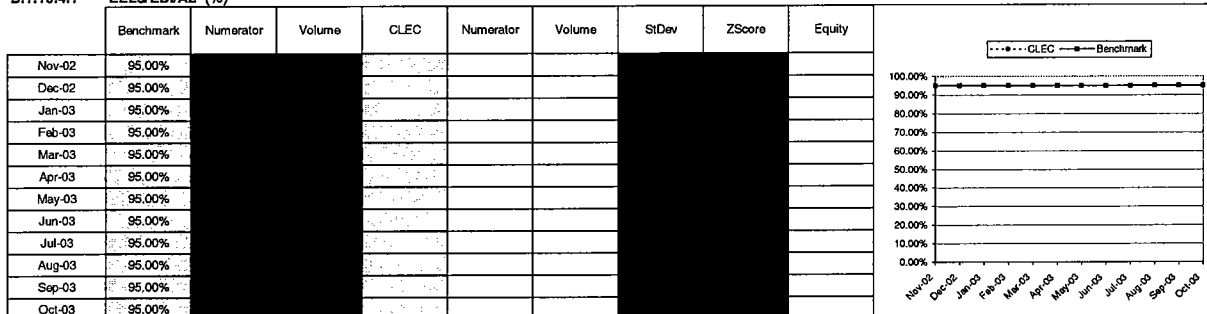
B.1.14.15.2 UCL-ND/TAG/AL (%)



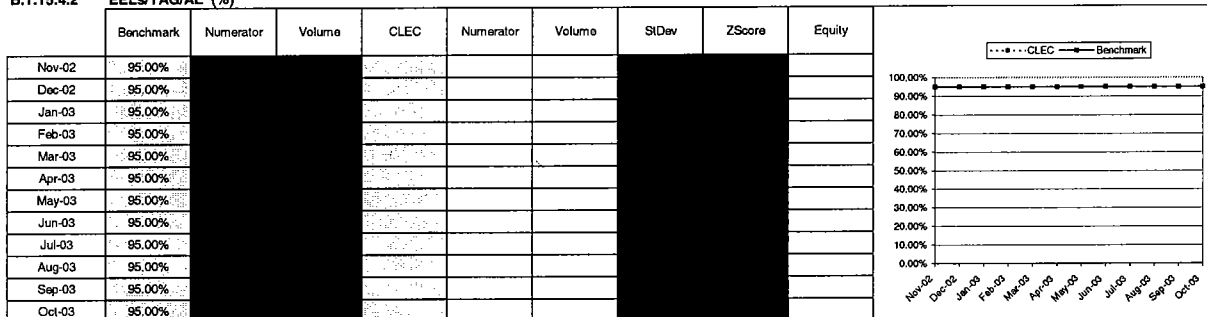
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Partially Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

B.1.15.4.1 EELs/ED/AL' (%)



B.1.15.4.2 EELs/TAG/AL (%)

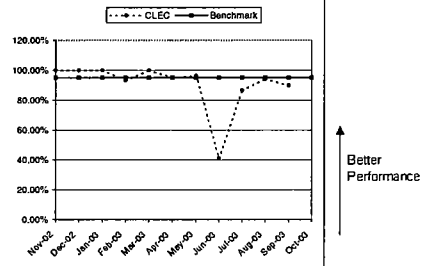


Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Partially Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

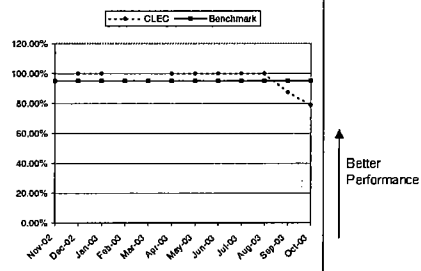
B.1.15.5.1 xDSL (ADSL, HDSL and UCLY/EDIAL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	17	17			YES
Dec-02	95.00%			100.00%	17	17			YES
Jan-03	95.00%			100.00%	9	9			YES
Feb-03	95.00%			93.33%	14	15			NO
Mar-03	95.00%			100.00%	14	14			YES
Apr-03	95.00%			95.24%	40	42			YES
May-03	95.00%			96.43%	27	28			YES
Jun-03	95.00%			41.18%	7	17			NO
Jul-03	95.00%			86.67%	13	15			NO
Aug-03	95.00%			94.12%	16	17			NO
Sep-03	95.00%			90.00%	9	10			NO
Oct-03	95.00%								



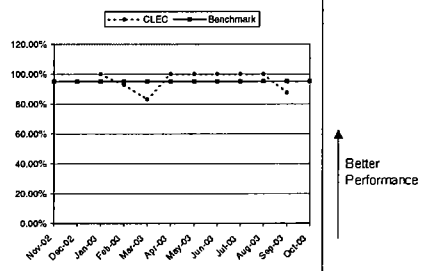
B.1.15.5.2 xDSL (ADSL, HDSL and UCLY/TAG/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			100.00%	1	1			YES
Jan-03	95.00%			100.00%	1	1			YES
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%			100.00%	1	1			YES
May-03	95.00%			100.00%	1	1			YES
Jun-03	95.00%			100.00%	1	1			YES
Jul-03	95.00%			100.00%	2	2			YES
Aug-03	95.00%			100.00%	2	2			YES
Sep-03	95.00%			87.50%	7	8			NO
Oct-03	95.00%			78.95%	15	19			NO



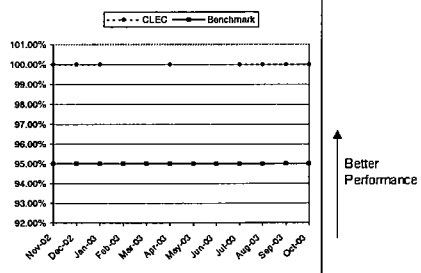
B.1.15.6.1 ISDN Loop (UDN, UDCY/EDIAL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%			100.00%	4	4			YES
Feb-03	95.00%			92.86%	13	14			NO
Mar-03	95.00%			83.33%	5	6			NO
Apr-03	95.00%			100.00%	12	12			YES
May-03	95.00%			100.00%	4	4			YES
Jun-03	95.00%			100.00%	8	8			YES
Jul-03	95.00%			100.00%	8	8			YES
Aug-03	95.00%			100.00%	5	5			YES
Sep-03	95.00%			87.50%	7	8			NO
Oct-03	95.00%								



B.1.15.6.2 ISDN Loop (UDN, UDCY/TAG/AL (%)

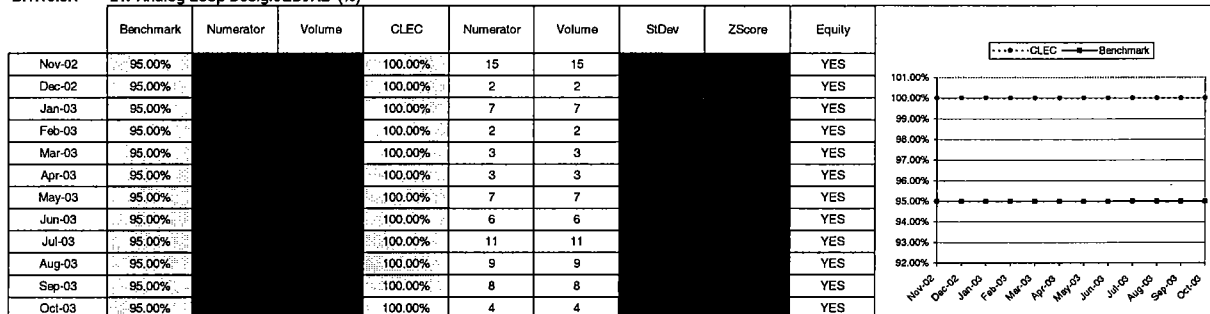
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	1	1			YES
Dec-02	95.00%			100.00%	4	4			YES
Jan-03	95.00%			100.00%	1	1			YES
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%			100.00%	1	1			YES
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%			100.00%	3	3			YES
Aug-03	95.00%			100.00%	2	2			YES
Sep-03	95.00%			100.00%	6	6			YES
Oct-03	95.00%			100.00%	4	4			YES



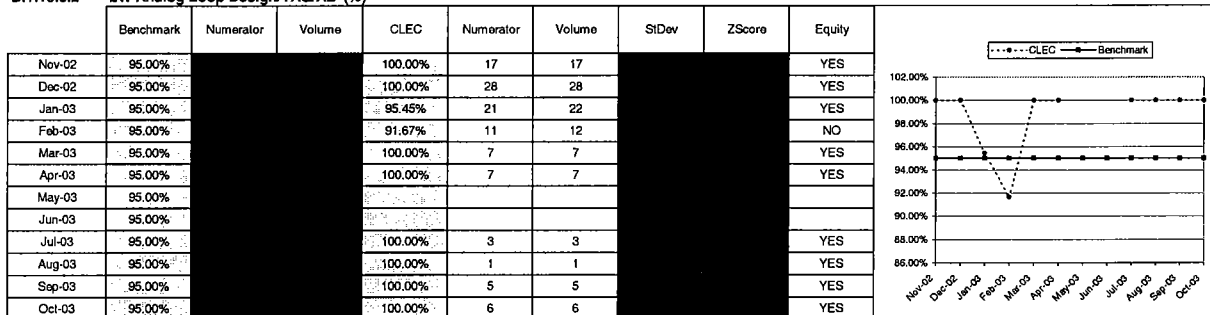
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Partially Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

B.1.15.8.1 2W Analog Loop Design/ED/AL (%)



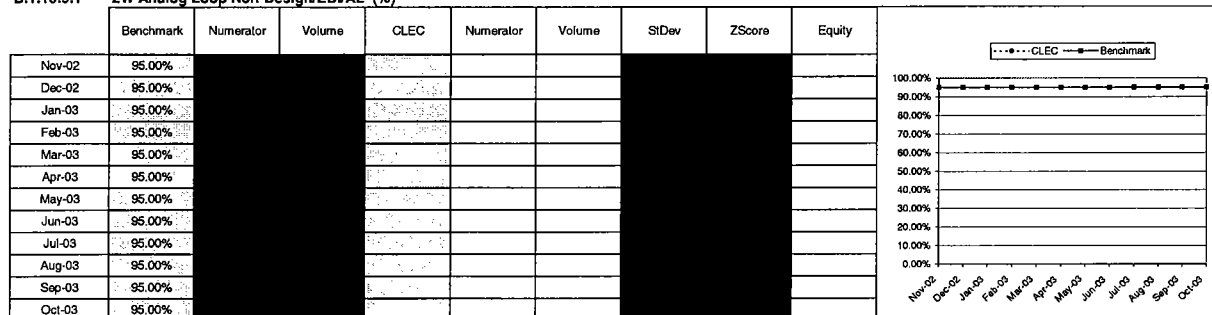
B.1.15.8.2 2W Analog Loop Design/TAG/AL (%)



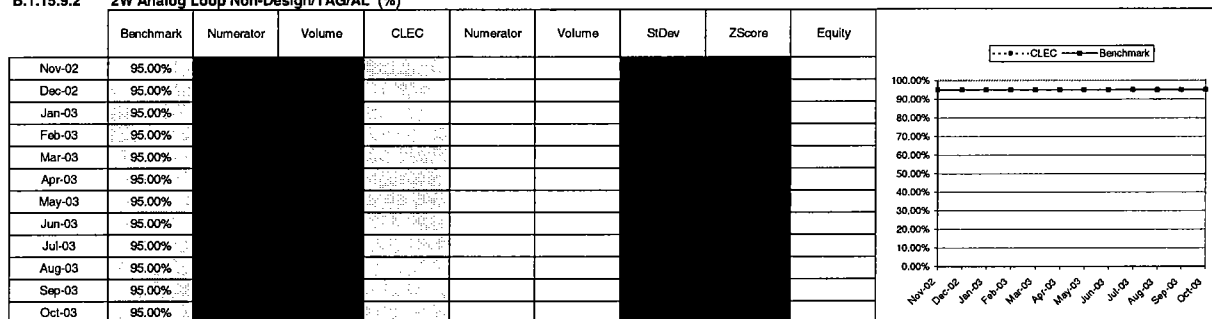
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Partially Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

B.1.15.9.1 2W Analog Loop Non-Design/ED/AL (%)



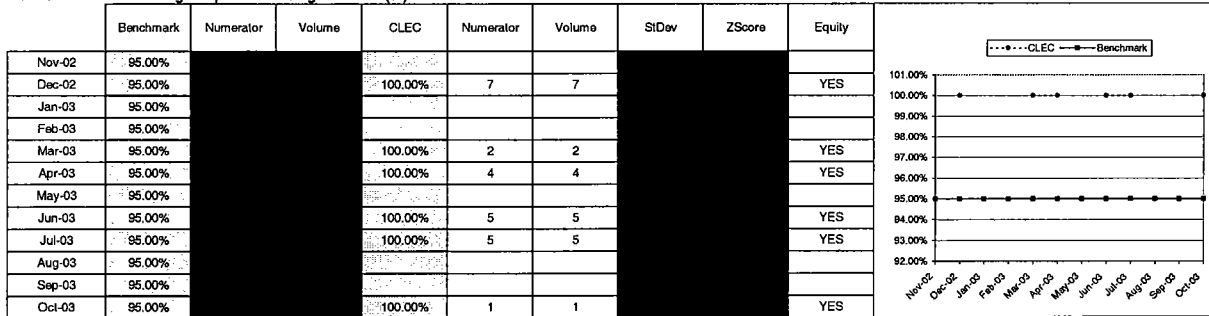
B.1.15.9.2 2W Analog Loop Non-Design/TAG/AL (%)



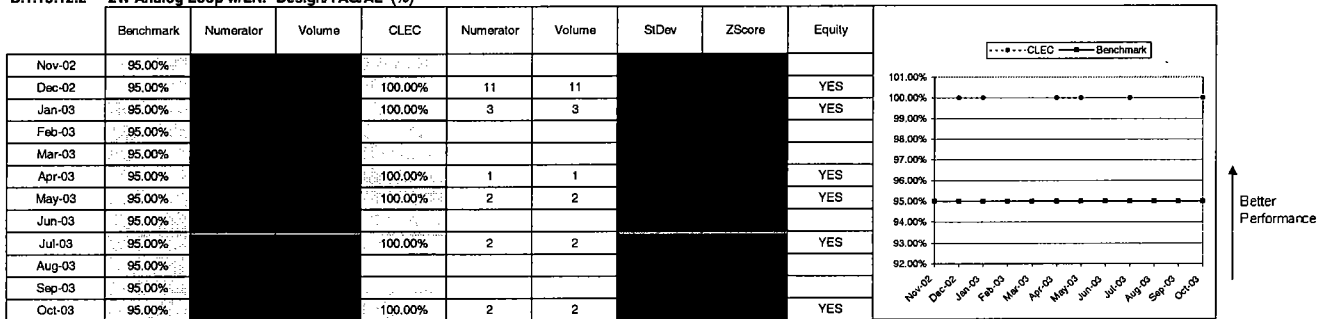
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Partially Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

B.1.15.12.1 2W Analog Loop w/LNP Design/ED/AL (%)



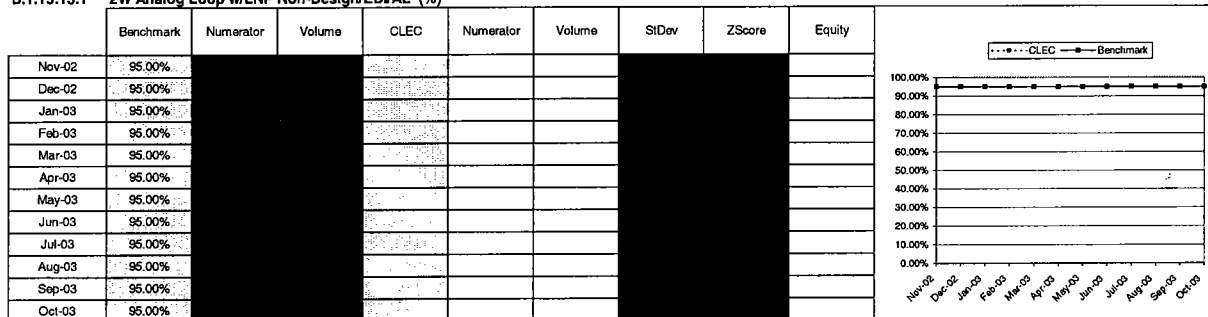
B.1.15.12.2 2W Analog Loop w/LNP Design/TAG/AL (%)



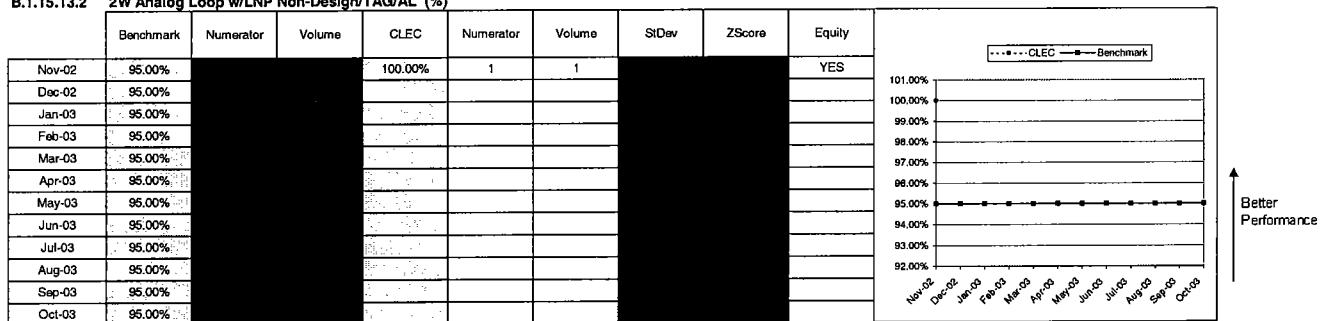
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Partially Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

B.1.15.13.1 2W Analog Loop w/LNP Non-Design/ED/AL (%)



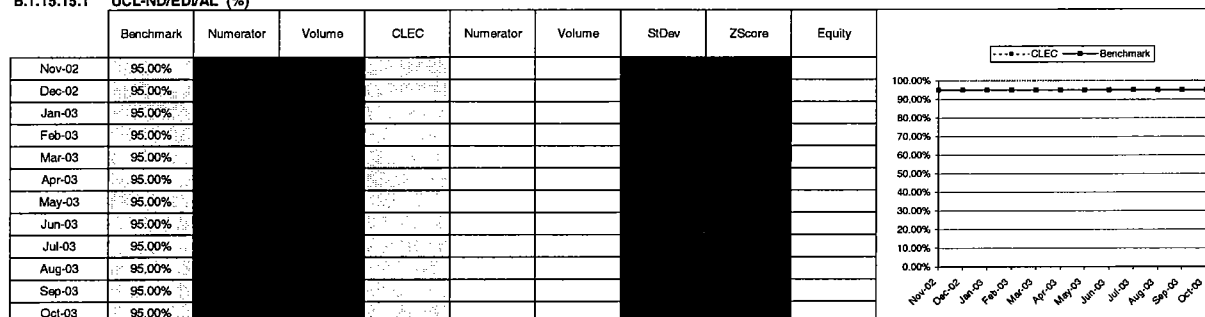
B.1.15.13.2 2W Analog Loop w/LNP Non-Design/TAG/AL (%)



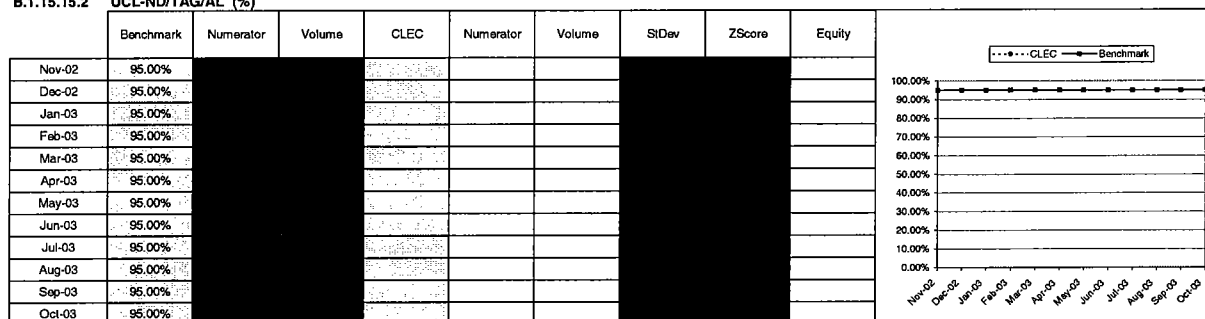
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Partially Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

B.1.15.15.1 UCL-ND/ED/AL (%)



B.1.15.15.2 UCL-ND/TAG/AL (%)





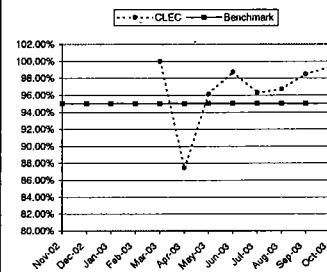
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Non-Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

B.1.16.4

EELS/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	20	20			YES
Apr-03	95.00%			87.50%	28	32			NO
May-03	95.00%			96.15%	75	78			YES
Jun-03	95.00%			98.72%	77	78			YES
Jul-03	95.00%			96.32%	157	163			YES
Aug-03	95.00%			98.73%	148	153			YES
Sep-03	95.00%			98.48%	194	197			YES
Oct-03	95.00%			99.33%	148	149			YES



Better  
Performance

Better  
Performance

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Non-Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

B.1.16.5 xDSL (ADSL, HDSL and UCL)AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity	
Nov-02	95.00%			100.00%	15	15			YES	
Dec-02	95.00%			100.00%	19	19			YES	
Jan-03	95.00%			100.00%	10	10			YES	
Feb-03	95.00%			100.00%	11	11			YES	
Mar-03	95.00%			100.00%	15	15			YES	
Apr-03	95.00%			100.00%	5	5			YES	
May-03	95.00%			100.00%	13	13			YES	
Jun-03	95.00%			100.00%	29	29			YES	
Jul-03	95.00%			94.44%	34	36			NO	
Aug-03	95.00%			100.00%	15	15			YES	
Sep-03	95.00%			95.00%	19	20			YES	
Oct-03	95.00%			100.00%	10	10			YES	

B.1.16.6 ISDN Loop (UDN, UDC)AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity	
Nov-02	95.00%									
Dec-02	95.00%									
Jan-03	95.00%			100.00%	2	2			YES	
Feb-03	95.00%									
Mar-03	95.00%			100.00%	2	2			YES	
Apr-03	95.00%			100.00%	2	2			YES	
May-03	95.00%			100.00%	1	1			YES	
Jun-03	95.00%			100.00%	2	2			YES	
Jul-03	95.00%			100.00%	1	1			YES	
Aug-03	95.00%			100.00%	2	2			YES	
Sep-03	95.00%			100.00%	1	1			YES	
Oct-03	95.00%			100.00%	1	1			YES	

B.1.16.8 2W Analog Loop DesignAL (%)

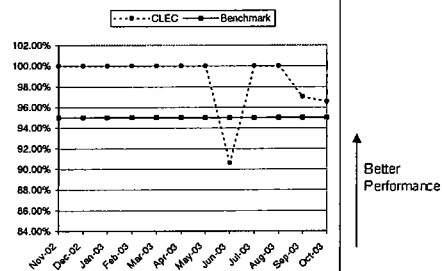
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity	
Nov-02	95.00%			87.50%	7	8			NO	
Dec-02	95.00%			100.00%	12	12			YES	
Jan-03	95.00%			96.77%	30	31			YES	
Feb-03	95.00%			100.00%	8	8			YES	
Mar-03	95.00%			88.89%	16	18			NO	
Apr-03	95.00%			100.00%	6	6			YES	
May-03	95.00%			100.00%	16	16			YES	
Jun-03	95.00%			100.00%	14	14			YES	
Jul-03	95.00%			90.00%	9	10			NO	
Aug-03	95.00%			100.00%	7	7			YES	
Sep-03	95.00%			100.00%	21	21			YES	
Oct-03	95.00%			100.00%	21	21			YES	

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Non-Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

B.1.16.9 2W Analog Loop Non-Design/AL (%)

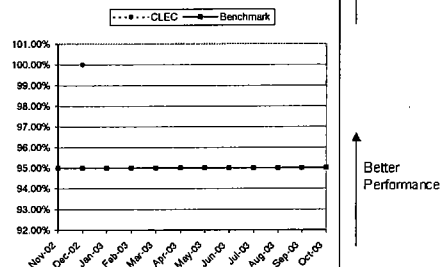
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	95.00%			100.00%	16	16			YES
Dec-02	95.00%			100.00%	45	45			YES
Jan-03	95.00%			100.00%	54	54			YES
Feb-03	95.00%			100.00%	8	8			YES
Mar-03	95.00%			100.00%	9	9			YES
Apr-03	95.00%			100.00%	7	7			YES
May-03	95.00%			100.00%	14	14			YES
Jun-03	95.00%			90.63%	29	32			NO
Jul-03	95.00%			100.00%	15	15			YES
Aug-03	95.00%			100.00%	20	20			YES
Sep-03	95.00%			97.06%	33	34			YES
Oct-03	95.00%			96.55%	28	29			YES



Better  
Performance

B.1.16.12 2W Analog Loop w/LNP Design/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			100.00%	4	4			YES
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								



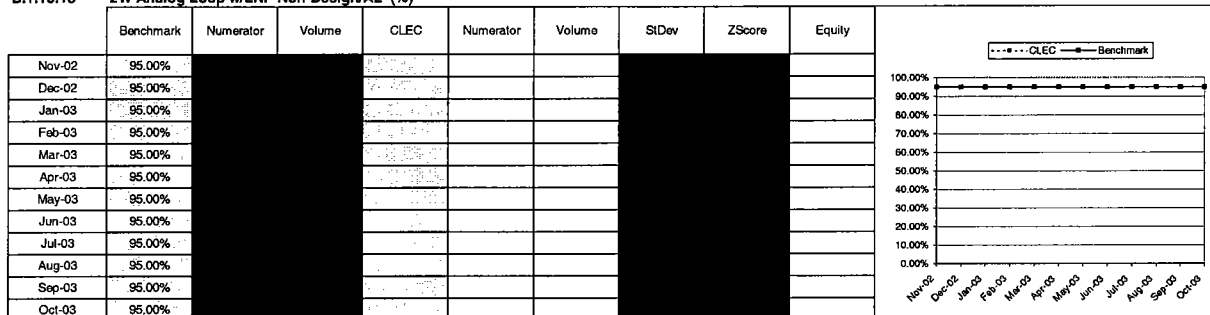
Better  
Performance

Better  
Performance

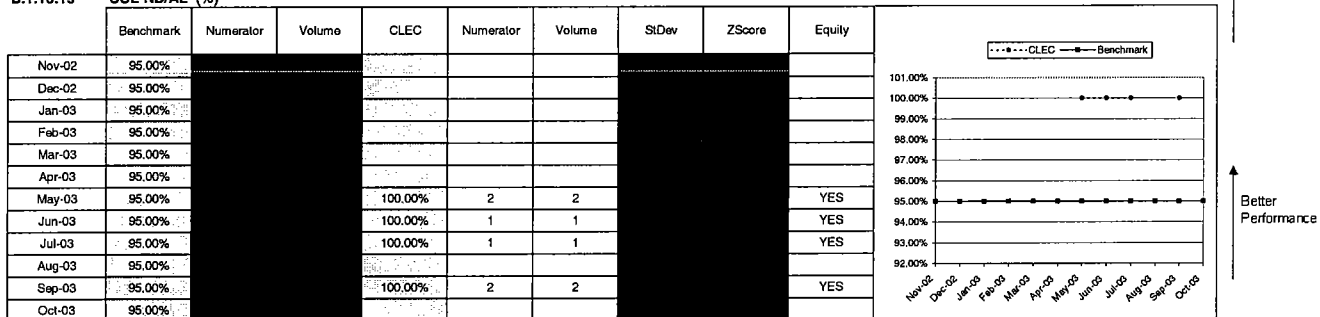
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Non-Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

B.1.16.13 2W Analog Loop w/LNP Non-Design/AL (%)



B.1.16.15 UCL-ND/AL (%)



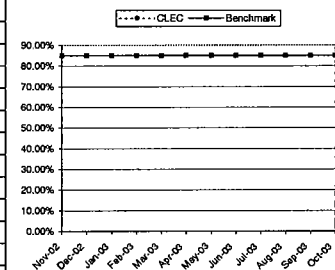
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - 10 hours - Partially Mechanized  
(% of CLEC Firm Order Confirmation Intervals within 10 hours)

Numerator Indicates total number of CLEC firm order confirmation intervals within 10 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.12.4

EELs/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	85.00%								
Dec-02	85.00%								
Jan-03	85.00%								
Feb-03	85.00%								
Mar-03	85.00%								
Apr-03	85.00%								
May-03	85.00%								
Jun-03	85.00%								
Jul-03	85.00%								
Aug-03	85.00%								
Sep-03	85.00%								
Oct-03	85.00%								



Better  
Performance

Better  
Performance

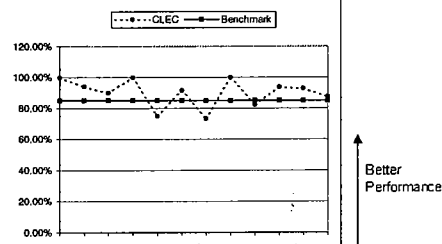
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - 10 hours - Partially Mechanized  
(% of CLEC Firm Order Confirmation Intervals within 10 hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 10 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.12.5 xDSL (ADSL, HDSL and UCL)AL (%)

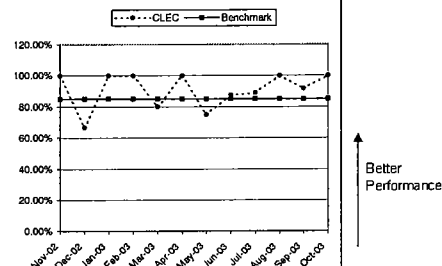
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	85.00%			100.00%	15	15			YES
Dec-02	85.00%			94.12%	16	17			YES
Jan-03	85.00%			90.00%	9	10			YES
Feb-03	85.00%			100.00%	12	12			YES
Mar-03	85.00%			75.00%	9	12			NO
Apr-03	85.00%			91.67%	33	36			YES
May-03	85.00%			73.33%	22	30			NO
Jun-03	85.00%			100.00%	6	6			YES
Jul-03	85.00%			82.35%	14	17			NO
Aug-03	85.00%			93.75%	15	16			YES
Sep-03	85.00%			92.86%	13	14			YES
Oct-03	85.00%			87.50%	14	16			YES



Better  
Performance

B.1.12.6 ISDN Loop (UDN, UDC)AL (%)

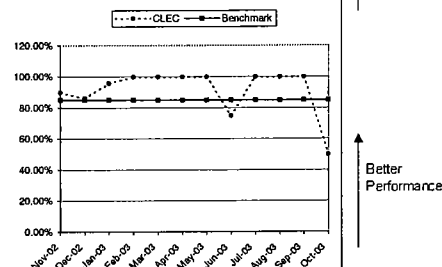
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	85.00%			100.00%	1	1			YES
Dec-02	85.00%			66.67%	2	3			NO
Jan-03	85.00%			100.00%	5	5			YES
Feb-03	85.00%			100.00%	10	10			YES
Mar-03	85.00%			80.00%	4	5			NO
Apr-03	85.00%			100.00%	13	13			YES
May-03	85.00%			75.00%	3	4			NO
Jun-03	85.00%			87.50%	7	8			YES
Jul-03	85.00%			88.89%	8	9			YES
Aug-03	85.00%			100.00%	7	7			YES
Sep-03	85.00%			91.67%	11	12			YES
Oct-03	85.00%			100.00%	2	2			YES



Better  
Performance

B.1.12.8 2W Analog Loop Design/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	85.00%			90.00%	27	30			YES
Dec-02	85.00%			86.21%	25	29			YES
Jan-03	85.00%			95.65%	22	23			YES
Feb-03	85.00%			100.00%	14	14			YES
Mar-03	85.00%			100.00%	11	11			YES
Apr-03	85.00%			100.00%	4	4			YES
May-03	85.00%			100.00%	4	4			YES
Jun-03	85.00%			75.00%	3	4			NO
Jul-03	85.00%			100.00%	9	9			YES
Aug-03	85.00%			100.00%	4	4			YES
Sep-03	85.00%			100.00%	7	7			YES
Oct-03	85.00%			50.00%	4	8			NO



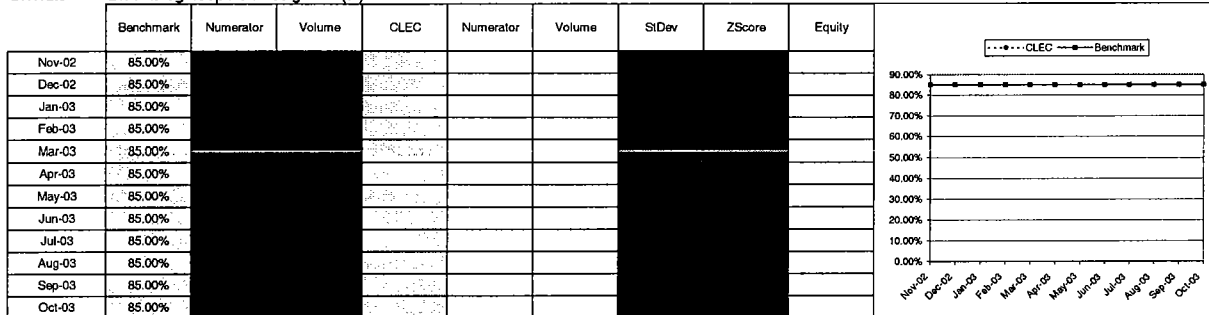
Better  
Performance

Better  
Performance

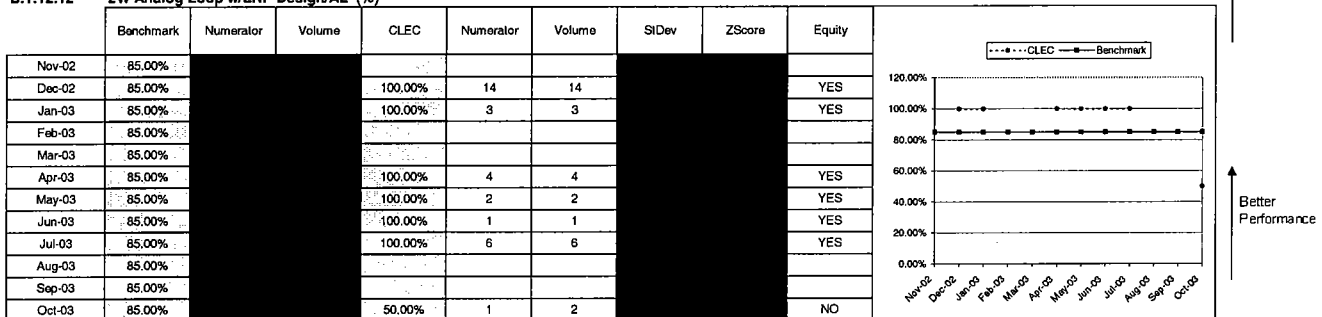
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - 10 hours - Partially Mechanized  
(% of CLEC Firm Order Confirmation Intervals within 10 hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 10 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.12.9 2W Analog Loop Non-Design/AL (%)



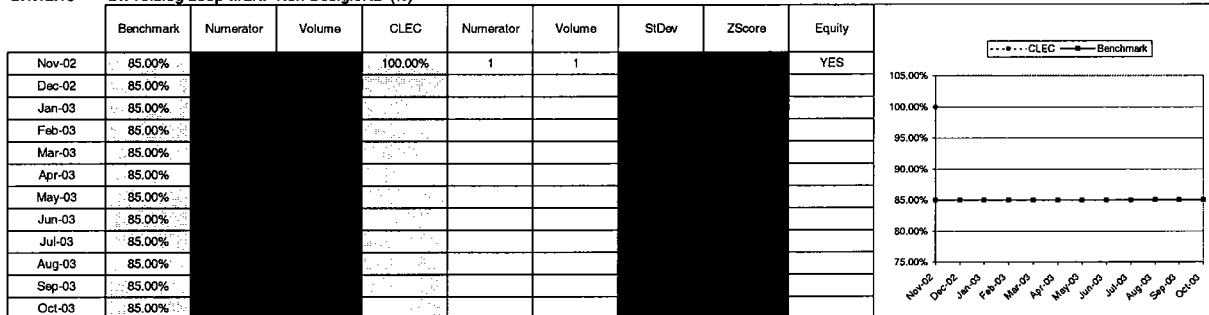
B.1.12.12 2W Analog Loop w/LNP Design/AL (%)



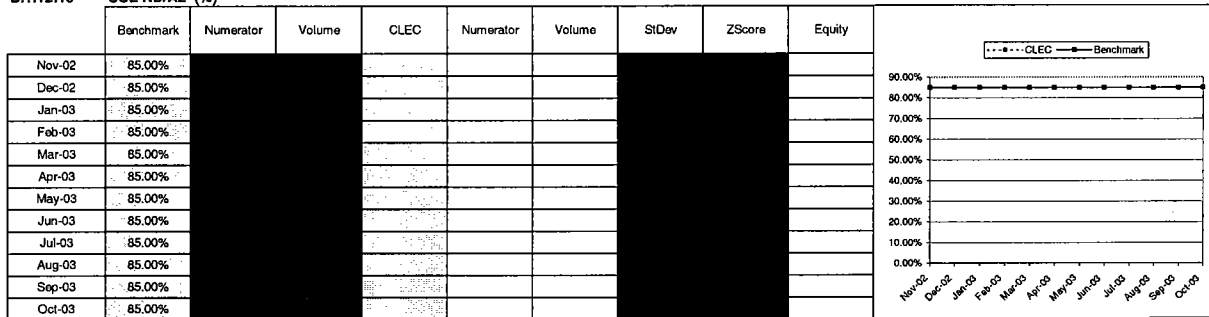
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - 10 hours - Partially Mechanized  
(% of CLEC Firm Order Confirmation Intervals within 10 hours)

Numerator Indicates total number of CLEC firm order confirmation intervals within 10 hours for this disaggregation in the reporting period.  
Volume Indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.12.13 2W Analog Loop w/LNP Non-Design/AL (%)



B.1.12.15 UCL-ND/AL (%)





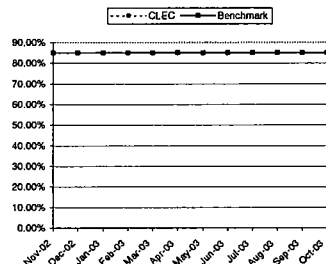
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - 10 hours - Partially Mechanized  
(% of CLEC Reject Notification Intervals within 10 Hours)

Numerator Indicates total number of CLEC reject notification intervals within 10 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.7.4

EEL/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	85.00%								
Dec-02	85.00%								
Jan-03	85.00%								
Feb-03	85.00%								
Mar-03	85.00%								
Apr-03	85.00%								
May-03	85.00%								
Jun-03	85.00%								
Jul-03	85.00%								
Aug-03	85.00%								
Sep-03	85.00%								
Oct-03	85.00%								



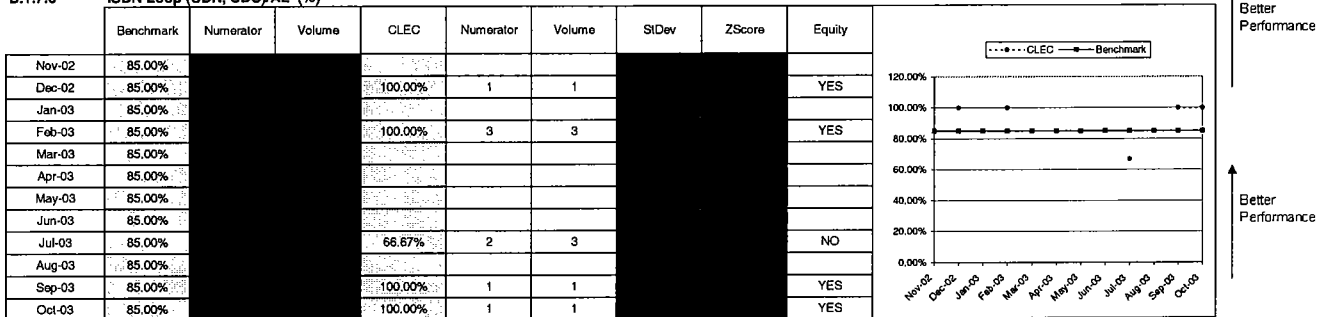
Better  
Performance

Better  
Performance

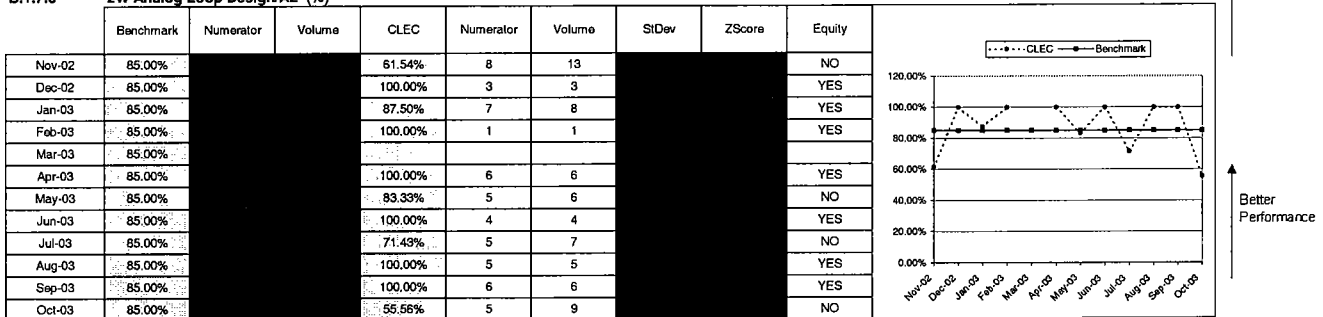
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - 10 hours - Partially Mechanized  
(% of CLEC Reject Notification Intervals within 10 Hours)

Numerator indicates total number of CLEC reject notification intervals within 10 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.7.6 ISDN Loop (UDN, UDC/YAL (%)



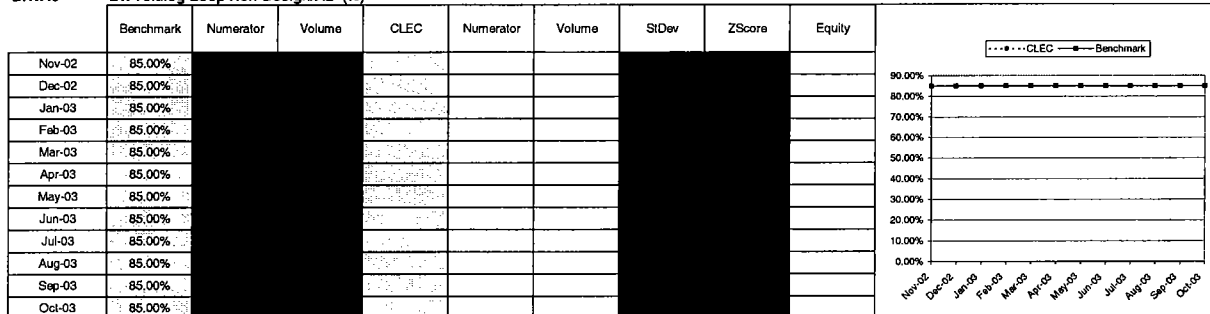
B.1.7.8 2W Analog Loop Design/AL (%)



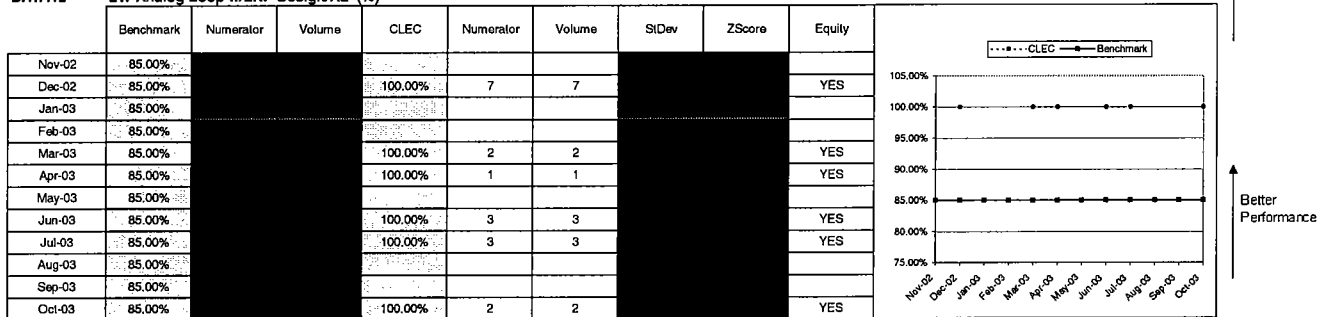
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - 10 hours - Partially Mechanized  
(% of CLEC Reject Notification Intervals within 10 Hours)

Numerator Indicates total number of CLEC reject notification intervals within 10 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.7.9 2W Analog Loop Non-Design/AL (%)



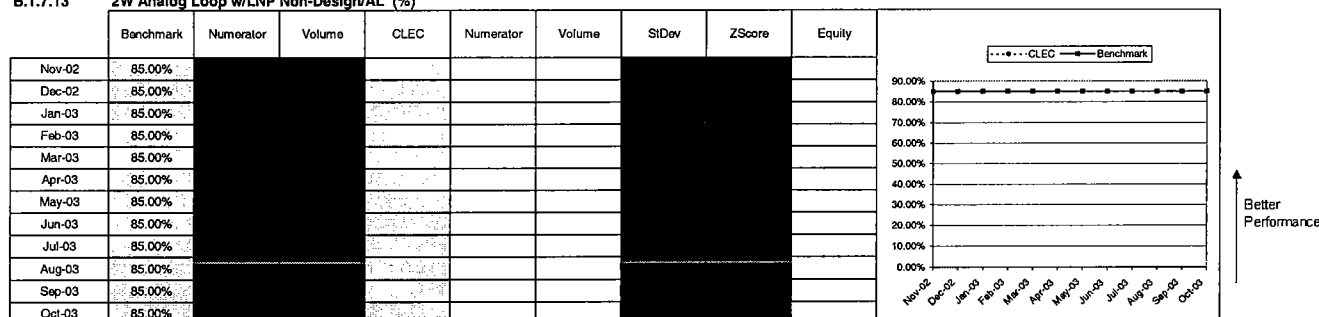
B.1.7.12 2W Analog Loop w/LNP Design/AL (%)



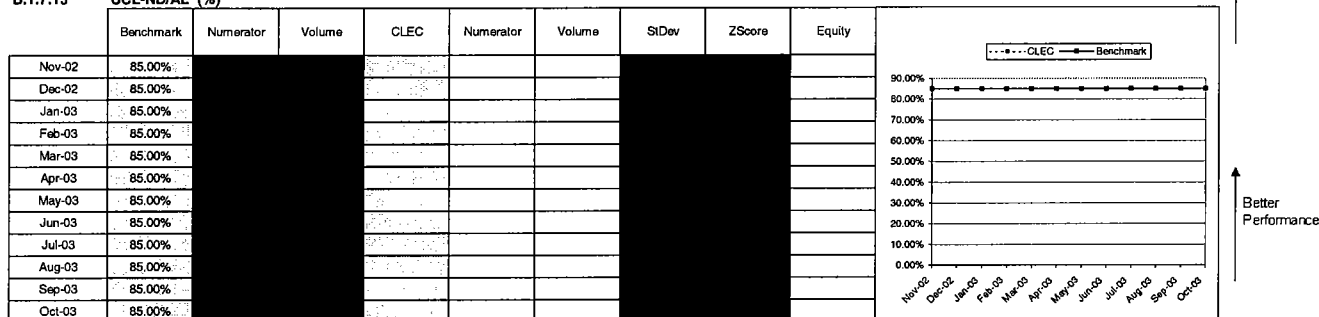
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - 10 hours - Partially Mechanized  
(% of CLEC Reject Notification Intervals within 10 Hours)

Numerator Indicates total number of CLEC reject notification intervals within 10 hours for this disaggregation in the reporting period.  
Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.7.13 2W Analog Loop w/LNP Non-Design/AL (%)



B.1.7.15 UCL-ND/AL (%)



Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - Non-Mechanized

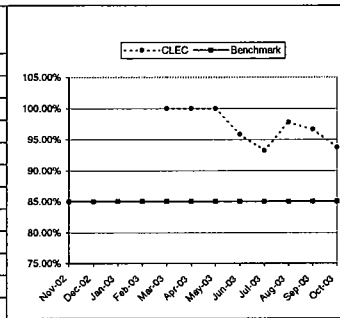
(% of CLEC Reject Notification Intervals within 24 Hours)

Numerator indicates total number of CLEC reject notification intervals within 24 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.8.4

EELs/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%								
Dec-02	85.00%								
Jan-03	85.00%								
Feb-03	85.00%								
Mar-03	85.00%			100.00%	8	8			YES
Apr-03	85.00%			100.00%	21	21			YES
May-03	85.00%			100.00%	39	39			YES
Jun-03	85.00%			85.63%	23	24			YES
Jul-03	85.00%			93.22%	55	59			YES
Aug-03	85.00%			97.78%	44	45			YES
Sep-03	85.00%			96.67%	87	90			YES
Oct-03	85.00%			93.75%	45	48			YES



Better  
Performance

Better  
Performance

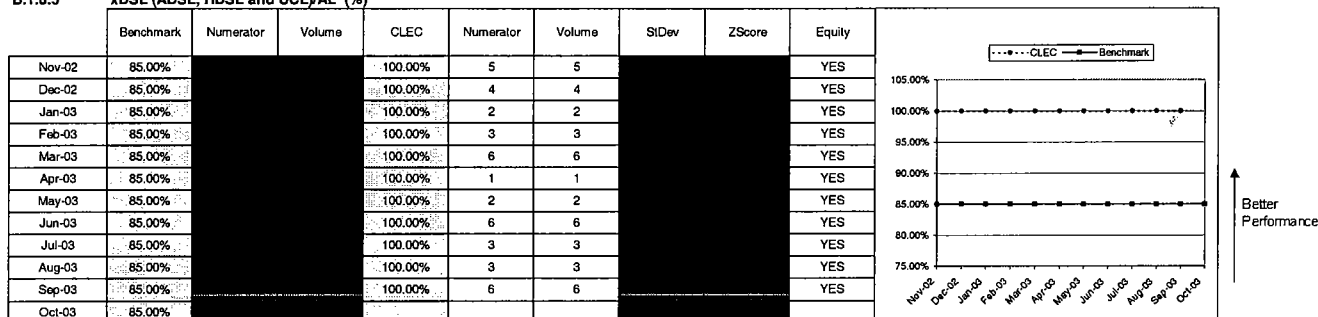
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - Non-Mechanized

(% of CLEC Reject Notification Intervals within 24 Hours)

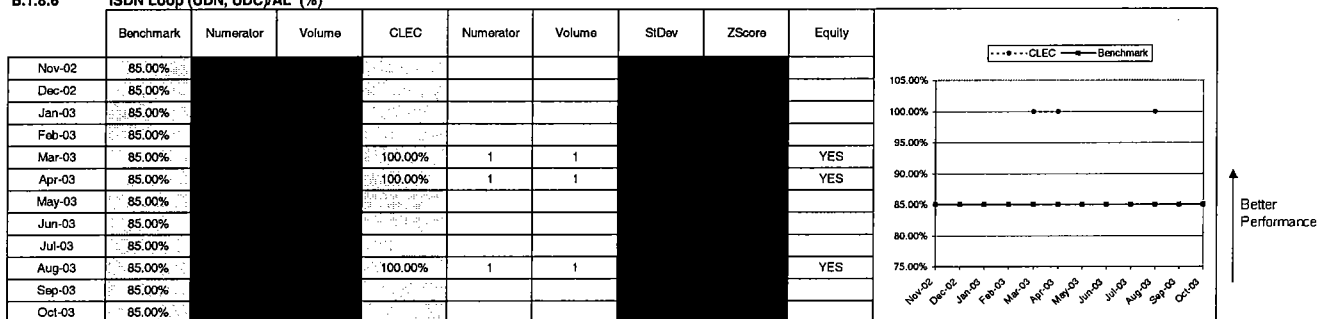
Numerator Indicates total number of CLEC reject notification intervals within 24 hours for this disaggregation in the reporting period.

Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

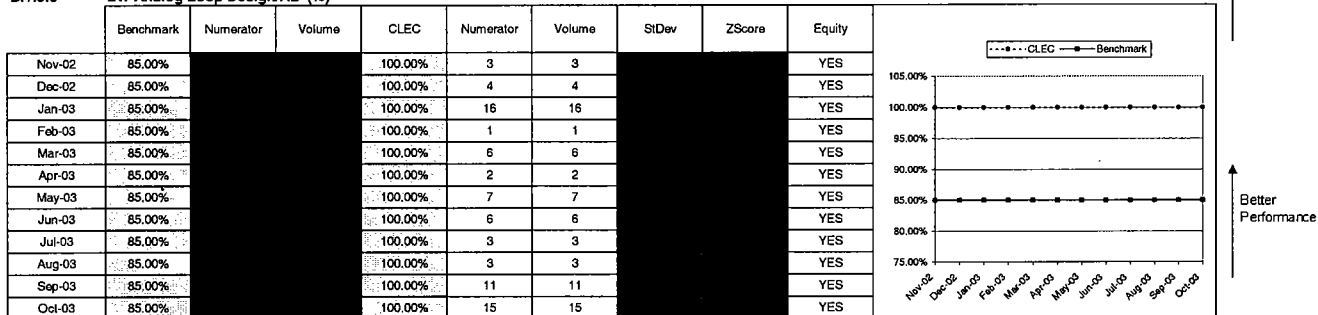
B.1.8.5 xDSL (ADSL, HDSL and UCLYAL (%)



B.1.8.6 ISDN Loop (UDN, UDCYAL (%)



B.1.8.8 2W Analog Loop Design/AL (%)



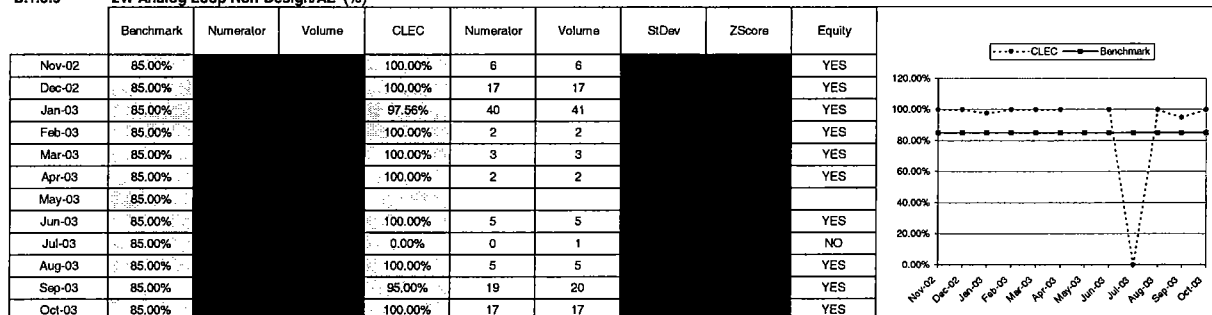
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - Non-Mechanized

(% of CLEC Reject Notification Intervals within 24 Hours)

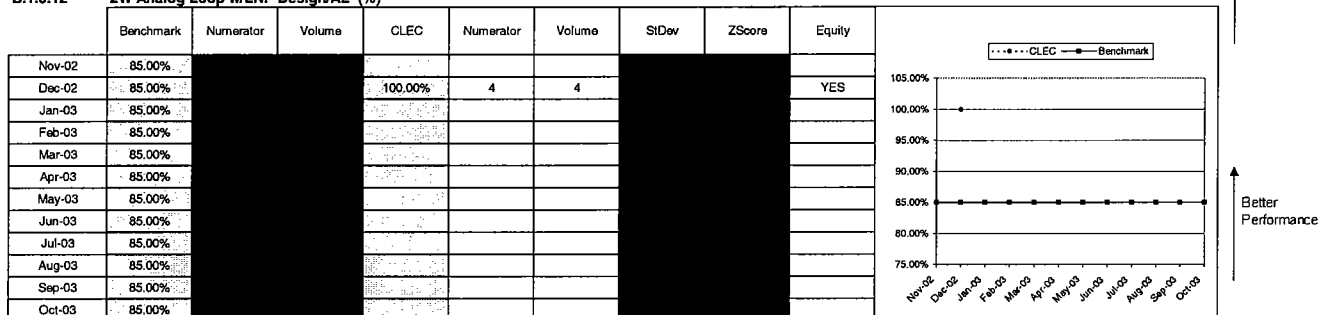
Numerator indicates total number of CLEC reject notification intervals within 24 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.8.9 2W Analog Loop Non-Design/AL (%)



B.1.8.12 2W Analog Loop w/LNP Design/AL (%)



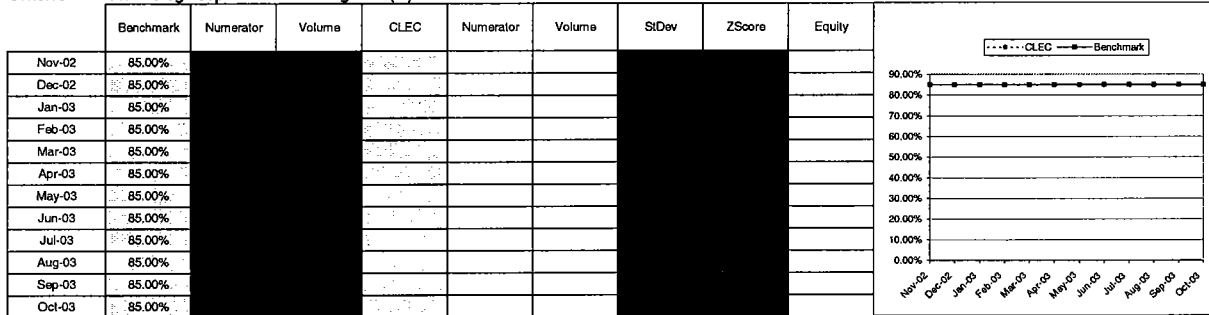
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - Non-Mechanized

(% of CLEC Reject Notification Intervals within 24 Hours)

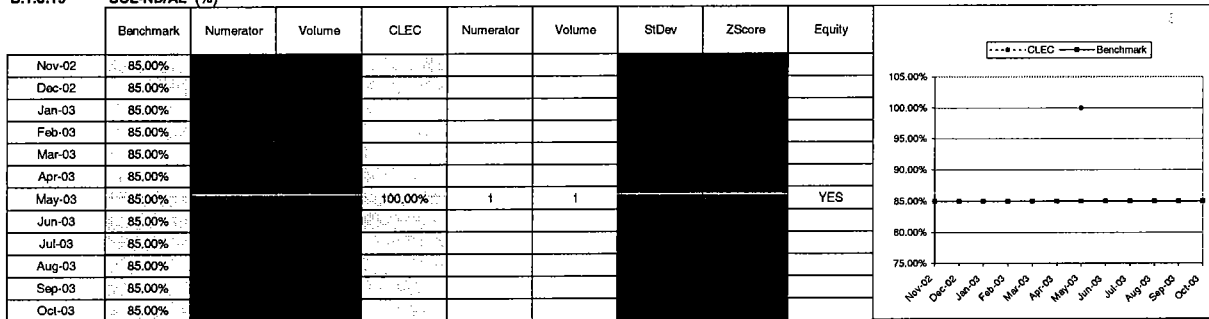
Numerator indicates total number of CLEC reject notification intervals within 24 hours for this disaggregation in the reporting period.

Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.8.13 2W Analog Loop w/LNP Non-Design/AL (%)



B.1.8.15 UCL-ND/AL (%)





Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - Mechanized

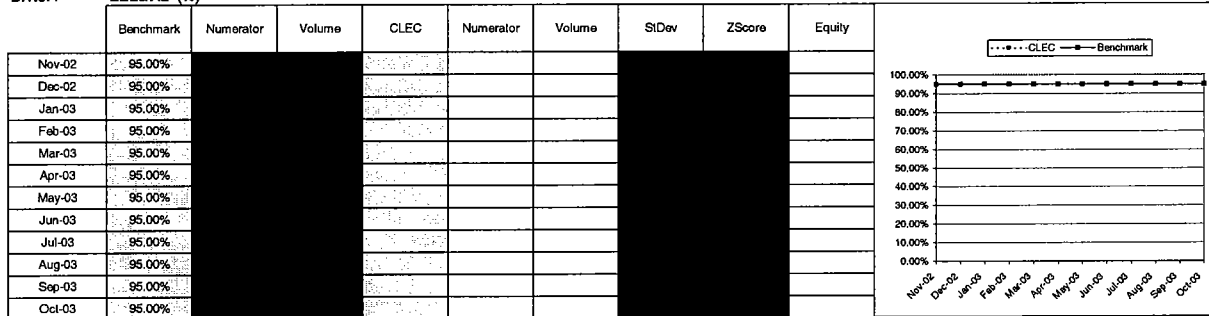
(% of CLEC Firm Order Confirmation Intervals within 3 hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 3 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.9.4

EELs/AL (%)



Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - Mechanized

(% of CLEC Firm Order Confirmation Intervals within 3 hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 3 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.9.5 xDSL (ADSL, HDSL and UCL)/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity	
Nov-02	95.00%			99.15%	117	118			YES	<p>Better Performance</p>
Dec-02	95.00%			100.00%	138	138			YES	
Jan-03	95.00%			98.23%	111	113			YES	
Feb-03	95.00%			100.00%	87	87			YES	
Mar-03	95.00%			98.08%	102	104			YES	
Apr-03	95.00%			97.18%	69	71			YES	
May-03	95.00%			93.83%	76	81			NO	
Jun-03	95.00%			95.56%	86	90			YES	
Jul-03	95.00%			97.09%	100	103			YES	
Aug-03	95.00%			100.00%	85	85			YES	
Sep-03	95.00%			91.18%	62	68			NO	<p>Better Performance</p>
Oct-03	95.00%			100.00%	62	62			YES	

B.1.9.6 ISDN Loop (UDN, UDC)/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity	
Nov-02	95.00%			50.00%	1	2			NO	<p>Better Performance</p>
Dec-02	95.00%			100.00%	12	12			YES	
Jan-03	95.00%			100.00%	60	60			YES	
Feb-03	95.00%			98.81%	83	84			YES	
Mar-03	95.00%			94.81%	73	77			NO	
Apr-03	95.00%			98.53%	67	68			YES	
May-03	95.00%			97.67%	42	43			YES	
Jun-03	95.00%			100.00%	45	45			YES	
Jul-03	95.00%			97.22%	70	72			YES	
Aug-03	95.00%			95.45%	42	44			YES	
Sep-03	95.00%			93.33%	28	30			NO	<p>Better Performance</p>
Oct-03	95.00%			100.00%	40	40			YES	

B.1.9.8 2W Analog Loop Design/AL (%)

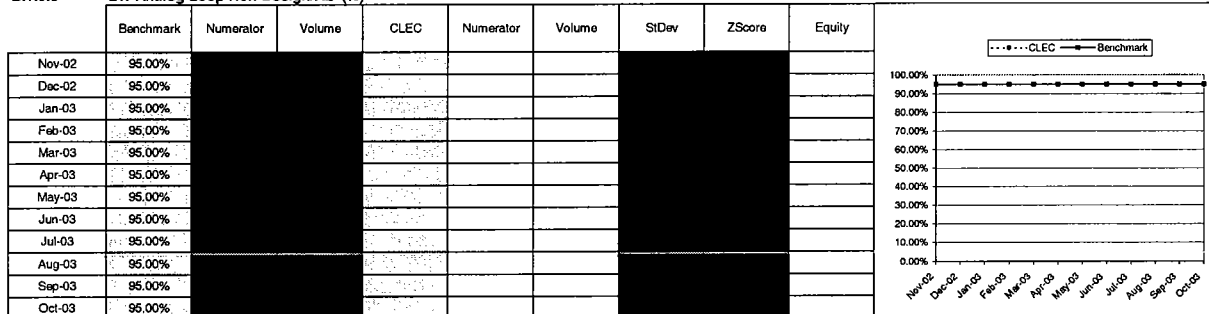
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity	
Nov-02	95.00%			100.00%	46	46			YES	<p>Better Performance</p>
Dec-02	95.00%			100.00%	155	155			YES	
Jan-03	95.00%			100.00%	99	99			YES	
Feb-03	95.00%			97.14%	34	35			YES	
Mar-03	95.00%			100.00%	32	32			YES	
Apr-03	95.00%			100.00%	86	86			YES	
May-03	95.00%			100.00%	58	58			YES	
Jun-03	95.00%			100.00%	57	57			YES	
Jul-03	95.00%			97.59%	81	83			YES	
Aug-03	95.00%			95.74%	45	47			YES	
Sep-03	95.00%			96.12%	124	129			YES	<p>Better Performance</p>
Oct-03	95.00%			100.00%	191	191			YES	

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - Mechanized

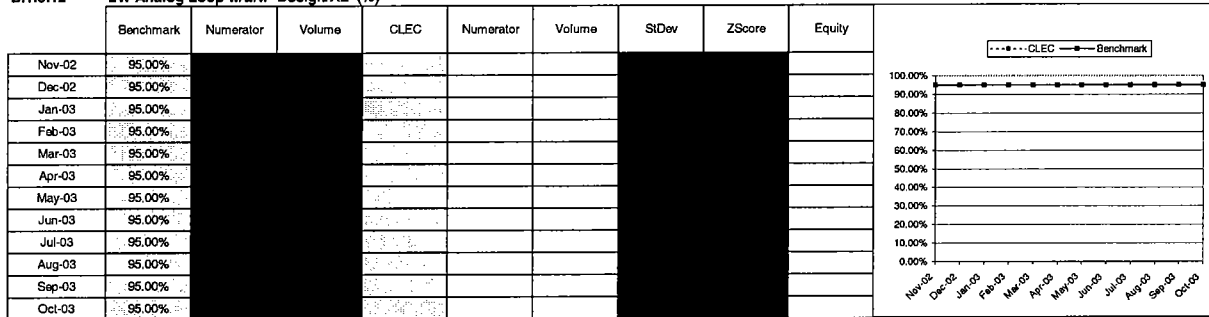
(% of CLEC Firm Order Confirmation Intervals within 3 hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 3 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.9.9 2W Analog Loop Non-Design/AL (%)



B.1.9.12 2W Analog Loop w/LNP Design/AL (%)



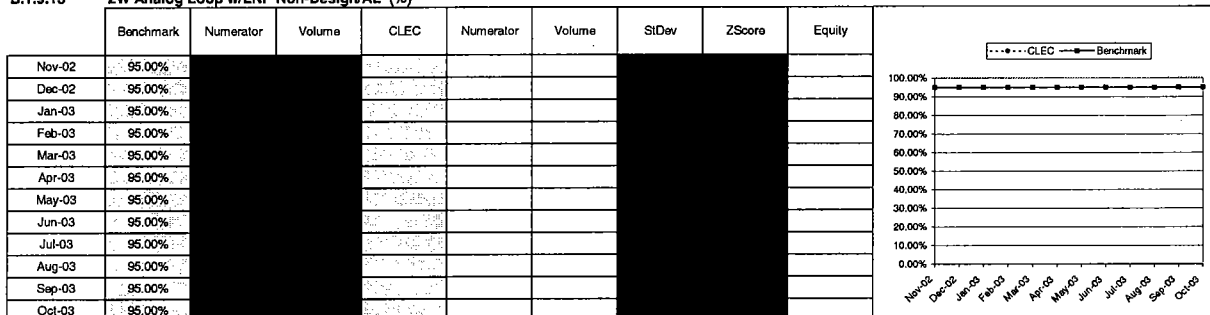
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - Mechanized

(% of CLEC Firm Order Confirmation Intervals within 3 hours)

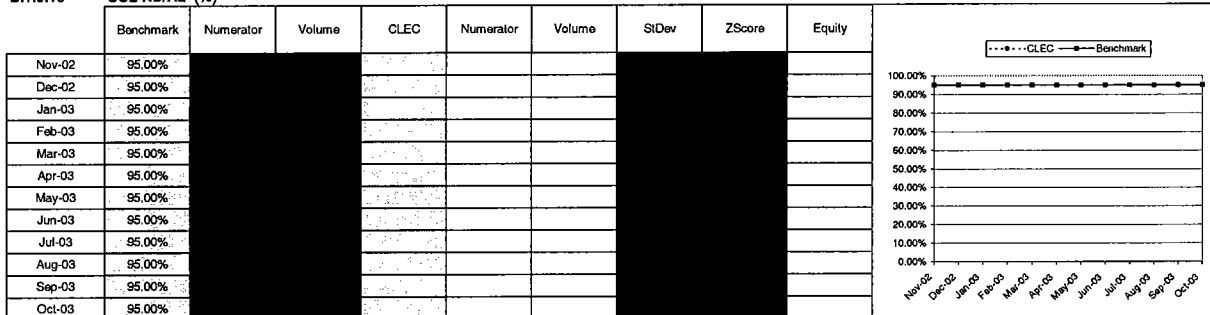
Numerator indicates total number of CLEC firm order confirmation intervals within 3 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.9.13 2W Analog Loop w/LNP Non-Design/AL (%)



B.1.9.15 UCL-ND/AL (%)



Alabama I, November 2002 - October 2003

General - Flow Through

% Flow Through Service Requests

(% of LSRs submitted electronically that flow through and reach a status for an FOC to be issued without manual intervention)

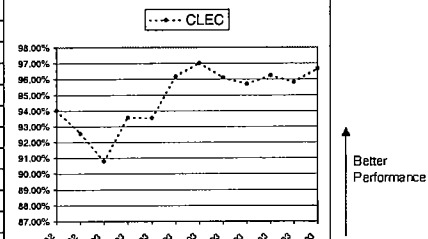
Numerator indicates total number of LSRs that flowed through the system.

Volume indicates total number of LSRs that were eligible to flow through.

F.1.1.1

Summary/Region (%)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02				94.01%	389,394	414,215			Diagnostic
Dec-02				92.56%	396,775	428,681			Diagnostic
Jan-03				90.80%	470,036	517,638			Diagnostic
Feb-03				93.57%	560,308	598,829			Diagnostic
Mar-03				93.55%	449,829	480,823			Diagnostic
Apr-03				96.17%	482,231	501,425			Diagnostic
May-03				97.02%	483,042	497,858			Diagnostic
Jun-03				96.11%	512,792	533,561			Diagnostic
Jul-03				95.70%	585,710	591,111			Diagnostic
Aug-03				96.26%	571,600	593,833			Diagnostic
Sep-03				95.83%	571,899	596,766			Diagnostic
Oct-03				96.65%	641,772	664,002			Diagnostic

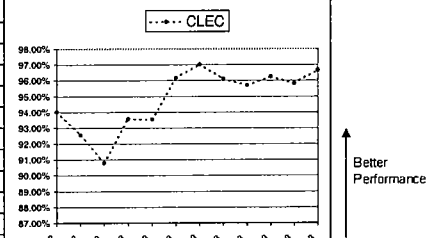


Better  
Performance

F.1.1.2

Aggregate/Region (%)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02				94.01%	389,394	414,215			Diagnostic
Dec-02				92.56%	396,775	428,681			Diagnostic
Jan-03				90.80%	470,036	517,638			Diagnostic
Feb-03				93.57%	560,308	598,829			Diagnostic
Mar-03				93.55%	449,829	480,823			Diagnostic
Apr-03				96.17%	482,231	501,425			Diagnostic
May-03				97.02%	483,042	497,858			Diagnostic
Jun-03				96.11%	512,792	533,561			Diagnostic
Jul-03				95.70%	585,710	591,111			Diagnostic
Aug-03				96.26%	571,600	593,833			Diagnostic
Sep-03				95.83%	571,899	596,766			Diagnostic
Oct-03				96.65%	641,772	664,002			Diagnostic

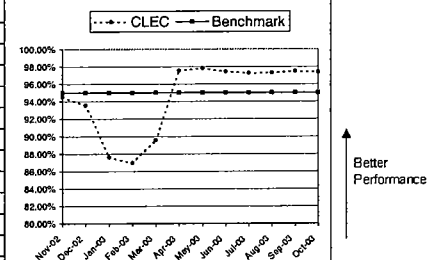


Better  
Performance

F.1.1.3

Residence/Region (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			94.52%	127,896	135,305			NO
Dec-02	95.00%			93.55%	136,707	146,132			NO
Jan-03	95.00%			87.61%	130,808	149,313			NO
Feb-03	95.00%			86.95%	113,436	130,464			NO
Mar-03	95.00%			89.50%	101,119	112,865			NO
Apr-03	95.00%			97.56%	117,187	120,114			YES
May-03	95.00%			97.82%	112,341	114,847			YES
Jun-03	95.00%			97.43%	107,979	110,825			YES
Jul-03	95.00%			97.25%	118,391	119,677			YES
Aug-03	95.00%			97.31%	93,987	96,459			YES
Sep-03	95.00%			97.49%	88,050	90,319			YES
Oct-03	95.00%			97.38%	96,878	99,481			YES

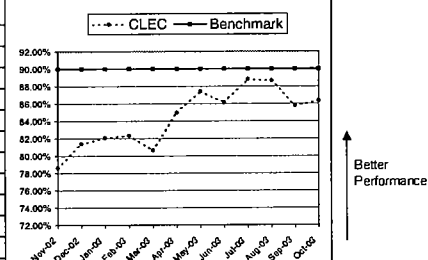


Better  
Performance

F.1.1.4

Business/Region (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	90.00%			78.62%	3,125	3,975			NO
Dec-02	90.00%			81.40%	3,439	4,225			NO
Jan-03	90.00%			82.08%	4,893	5,961			NO
Feb-03	90.00%			82.34%	4,489	5,452			NO
Mar-03	90.00%			80.64%	3,853	4,778			NO
Apr-03	90.00%			84.96%	4,106	4,833			NO
May-03	90.00%			87.43%	4,063	4,647			NO
Jun-03	90.00%			88.15%	4,410	5,119			NO
Jul-03	90.00%			88.82%	4,415	4,971			NO
Aug-03	90.00%			88.67%	4,392	4,953			NO
Sep-03	90.00%			85.79%	4,638	5,406			NO
Oct-03	90.00%			89.33%	4,850	5,618			NO



Better  
Performance

Alabama I, November 2002 - October 2003

General - Flow Through

% Flow Through Service Requests

(% of LSRs submitted electronically that flow through and reach a status for an FOC to be issued without manual intervention)

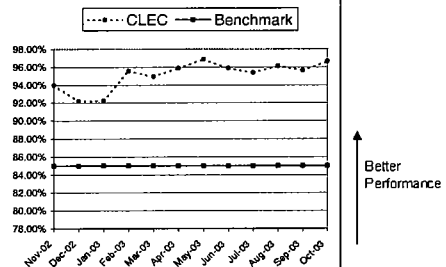
Numerator indicates total number of LSRs that flowed through the system.

Volume indicates total number of LSRs that were eligible to flow through.

F.1.1.5

UNE/Region (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%			93.98%	258,373	274,935			YES
Dec-02	85.00%			92.21%	256,629	278,324			YES
Jan-03	85.00%			92.26%	334,335	362,364			YES
Feb-03	85.00%			95.57%	442,383	462,913			YES
Mar-03	85.00%			94.95%	344,857	363,180			YES
Apr-03	85.00%			95.87%	360,938	376,478			YES
May-03	85.00%			96.90%	366,638	378,364			YES
Jun-03	85.00%			95.88%	400,403	417,617			YES
Jul-03	85.00%			95.38%	444,904	466,463			YES
Aug-03	85.00%			96.13%	473,341	492,421			YES
Sep-03	85.00%			95.64%	479,211	501,041			YES
Oct-03	85.00%			96.63%	540,044	558,903			YES



Alabama I, November 2002 - October 2003

General - Ordering

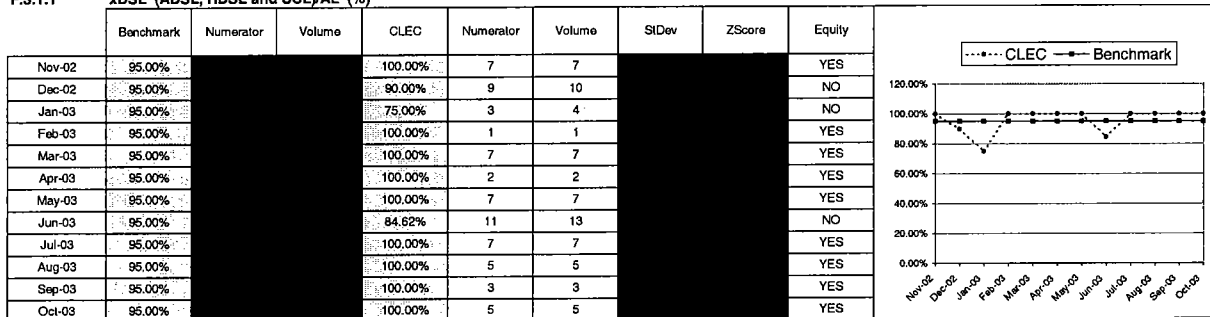
Service Inquiry with Firm Order

(% of Service Inquiries with Firm Order Confirmation within 5 Business Days)

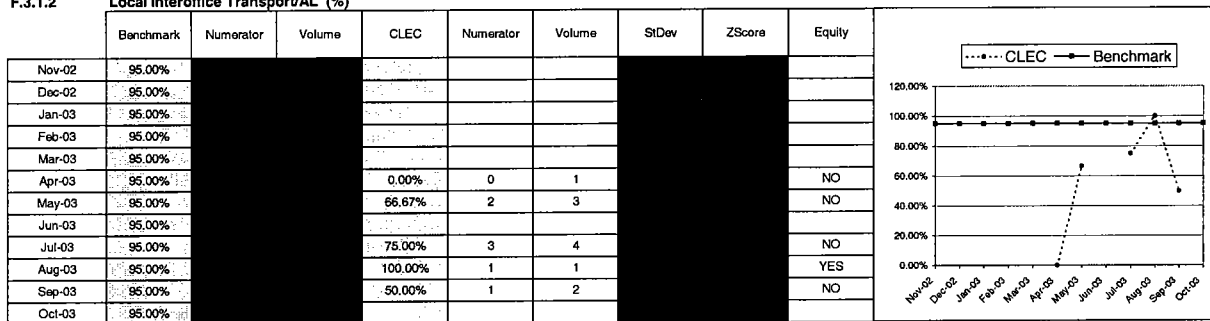
Numerator Indicates total number of service inquiries with firm order confirmation within 5 business days in the reporting period.

Volume Indicates total number of service inquiries with firm order confirmation in the reporting period.

F.3.1.1 xDSL (ADSL, HDSL and UCL)/AL (%)



F.3.1.2 Local Interoffice Transport/AL (%)



Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

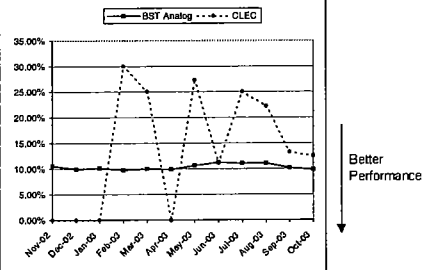
Numerator indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.

Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.19.4.1.1 EELs/<10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.56%	1,440	13,636	0.00%	0	3		0.5951	YES
Dec-02	9.89%	1,056	10,673	0.00%	0	3		0.5739	YES
Jan-03	10.09%	1,181	11,701	0.00%	0	3		0.5803	YES
Feb-03	9.72%	1,304	13,417	30.00%	3	10		-2.1643	NO
Mar-03	9.96%	1,262	12,667	25.00%	2	8		-1.4196	YES
Apr-03	9.86%	1,259	12,772	0.00%	0	5		0.7393	YES
May-03	10.63%	1,346	12,663	27.27%	3	11		-1.7902	NO
Jun-03	11.26%	1,244	11,050	11.11%	1	9		0.0139	YES
Jul-03	11.04%	1,347	12,205	25.00%	5	20		-1.9913	NO
Aug-03	11.03%	1,395	12,649	22.22%	2	9		-1.0717	YES
Sep-03	10.16%	1,318	12,967	13.21%	7	53		-0.7317	YES
Oct-03	9.78%	1,168	11,943	12.50%	7	56		-0.6837	YES

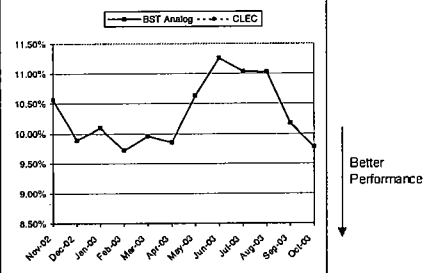
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



B.2.19.4.1.4 EELs/<10 circuits/Dispatch In/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.56%	1,440	13,636						
Dec-02	9.89%	1,056	10,673						
Jan-03	10.09%	1,181	11,701						
Feb-03	9.72%	1,304	13,417						
Mar-03	9.96%	1,262	12,667						
Apr-03	9.86%	1,259	12,772						
May-03	10.63%	1,346	12,663						
Jun-03	11.26%	1,244	11,050						
Jul-03	11.04%	1,347	12,205						
Aug-03	11.03%	1,395	12,649						
Sep-03	10.16%	1,318	12,967						
Oct-03	9.78%	1,168	11,943						

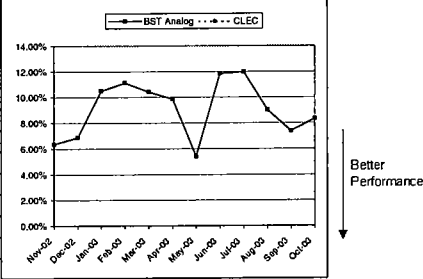
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



B.2.19.4.2.1 EELs/>=10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	6.35%	12	189						
Dec-02	6.87%	9	131						
Jan-03	10.49%	15	143						
Feb-03	11.11%	16	144						
Mar-03	10.42%	15	144						
Apr-03	9.87%	15	152						
May-03	5.39%	9	167						
Jun-03	11.84%	9	76						
Jul-03	11.96%	11	92						
Aug-03	9.02%	11	122						
Sep-03	7.38%	11	149						
Oct-03	8.33%	9	108						

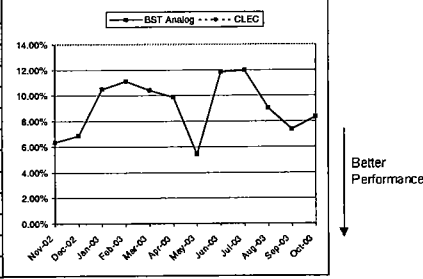
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



B.2.19.4.2.4 EELs/>=10 circuits/Dispatch In/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	6.35%	12	189						
Dec-02	6.87%	9	131						
Jan-03	10.49%	15	143						
Feb-03	11.11%	16	144						
Mar-03	10.42%	15	144						
Apr-03	9.87%	15	152						
May-03	5.39%	9	167						
Jun-03	11.84%	9	76						
Jul-03	11.96%	11	92						
Aug-03	9.02%	11	122						
Sep-03	7.38%	11	149						
Oct-03	8.33%	9	108						

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report





Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

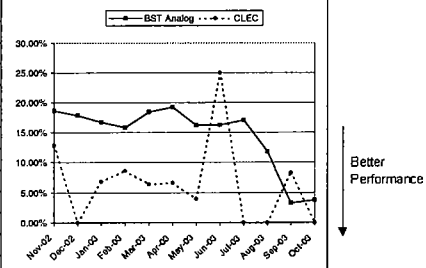
Numerator indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.

Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.19.5.1.1 xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	18.64%	242	1,298	12.86%	9	70		1.2110	YES
Dec-02	17.86%	199	1,114	0.00%	0	19		2.0157	YES
Jan-03	16.72%	280	1,555	6.90%	2	29		1.4047	YES
Feb-03	15.76%	265	1,679	8.70%	4	46		1.3008	YES
Mar-03	18.46%	262	1,419	6.45%	2	31		1.7052	YES
Apr-03	19.25%	283	1,470	6.67%	2	30		1.7307	YES
May-03	16.16%	277	1,712	4.00%	2	50		2.3052	YES
Jun-03	16.25%	291	1,791	25.00%	2	8		-0.6896	YES
Jul-03	17.02%	328	1,927	0.00%	0	16		1.8042	YES
Aug-03	11.77%	239	2,030	0.00%	0	18		1.5430	YES
Sep-03	3.27%	80	2,448	8.33%	1	12		-0.9845	YES
Oct-03	3.77%	82	2,176	0.00%	0	4		0.3954	YES

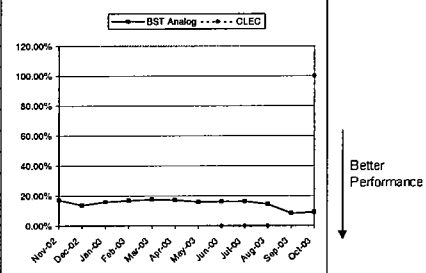
Note 1: ADSL Provided to Retail data serves as the BST Analog for this report



B.2.19.5.1.2 xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	17.12%	315	1,840						
Dec-02	13.81%	222	1,607						
Jan-03	15.90%	391	2,459						
Feb-03	16.76%	399	2,361						
Mar-03	17.68%	395	2,234						
Apr-03	17.13%	409	2,386						
May-03	15.93%	367	2,304						
Jun-03	16.20%	404	2,494	0.00%	0	1		0.4396	YES
Jul-03	16.25%	411	2,529	0.00%	0	1		0.4404	YES
Aug-03	14.41%	400	2,776	0.00%	0	3		0.7103	YES
Sep-03	8.32%	304	3,656						
Oct-03	8.95%	260	2,905	100.00%	1	1		-3.1890	NO

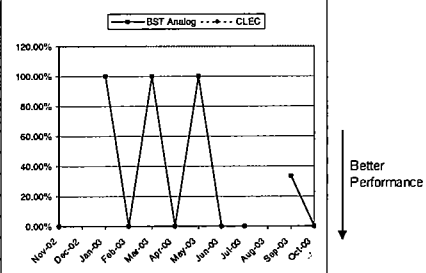
Note 1: ADSL Provided to Retail data serves as the BST Analog for this report



B.2.19.5.2.1 xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	2						
Dec-02									
Jan-03	100.00%	1	1						
Feb-03	0.00%	0	3						
Mar-03	100.00%	1	1						
Apr-03	0.00%	0	3						
May-03	100.00%	1	1						
Jun-03	0.00%	0	1						
Jul-03	0.00%	0	1						
Aug-03									
Sep-03	33.33%	1	3						
Oct-03	0.00%	0	1						

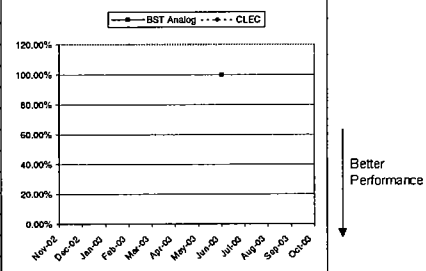
Note 1: ADSL Provided to Retail data serves as the BST Analog for this report



B.2.19.5.2.2 xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03	100.00%	1	1						
Jul-03									
Aug-03									
Sep-03									
Oct-03									

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report



Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

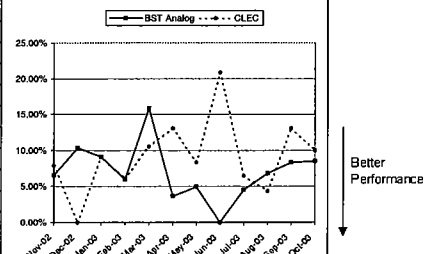
Numerator indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.

Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.19.6.1.1 UNE ISDN/<10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.56%	4	61	7.89%	3	38		-0.2614	YES
Dec-02	10.34%	6	58	0.00%	0	12		1.0711	YES
Jan-03	9.09%	5	55	9.09%	1	11		0.0000	YES
Feb-03	5.97%	4	67	6.08%	2	33		-0.0180	YES
Mar-03	15.87%	10	63	10.53%	2	19		0.5590	YES
Apr-03	3.64%	2	55	13.04%	3	23		-2.0238	NO
May-03	4.92%	3	61	8.33%	2	24		-0.8555	YES
Jun-03	0.00%	0	51	20.83%	5	24			NO
Jul-03	4.55%	1	22	6.45%	2	31		-0.3283	YES
Aug-03	6.82%	3	44	4.35%	1	23		0.3809	YES
Sep-03	8.33%	3	36	13.04%	3	23		-0.6384	YES
Oct-03	8.61%	4	47	10.00%	1	10		-0.1533	YES

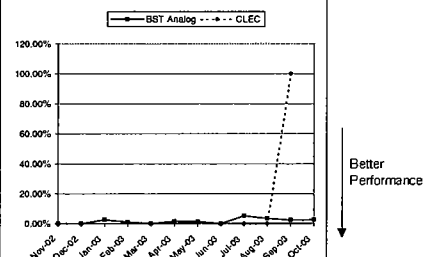
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.19.6.1.2 UNE ISDN/<10 circuits/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	141						
Dec-02	0.00%	0	71						
Jan-03	2.56%	2	78						
Feb-03	1.04%	1	96						
Mar-03	0.00%	0	90						
Apr-03	1.59%	1	63						
May-03	1.20%	1	83						
Jun-03	0.00%	0	76						
Jul-03	5.17%	3	58	0.00%	0	3		0.3944	YES
Aug-03	3.49%	3	86	0.00%	0	1		0.1890	YES
Sep-03	2.27%	2	88	100.00%	1	1		-5.5205	NO
Oct-03	2.50%	2	80						

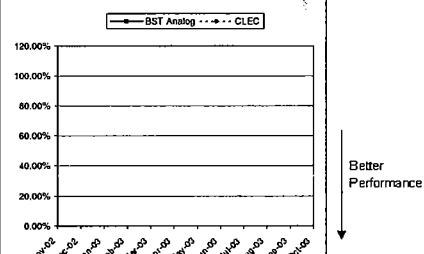
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.19.6.2.1 UNE ISDN/>=10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

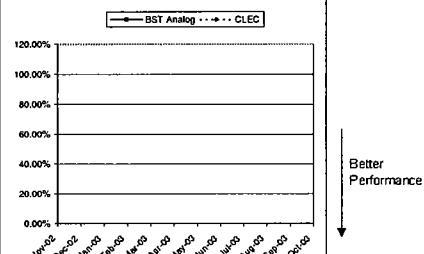
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.19.6.2.2 UNE ISDN/>=10 circuits/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

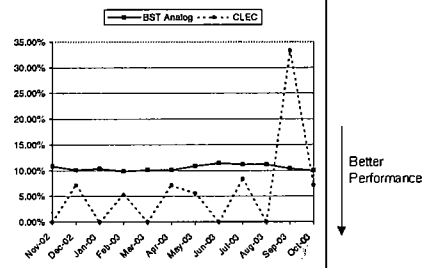
Numerator Indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.

Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.19.8.1.1 2W Analog Loop Design/<10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.85%	1,376	12,688	0.00%	0	21		1.5971	YES
Dec-02	10.07%	1,020	10,127	7.14%	1	14		0.3639	YES
Jan-03	10.34%	1,145	11,078	0.00%	0	10		1.0732	YES
Feb-03	9.83%	1,257	12,788	5.26%	2	38		0.9441	YES
Mar-03	10.11%	1,200	11,875	0.00%	0	22		1.5711	YES
Apr-03	10.06%	1,218	12,088	7.14%	1	14		0.3644	YES
May-03	10.82%	1,294	11,956	5.56%	1	18		0.7188	YES
Jun-03	11.41%	1,196	10,479	0.00%	0	9		1.0784	YES
Jul-03	11.19%	1,310	11,702	8.33%	1	12		0.3142	YES
Aug-03	11.18%	1,346	12,034	0.00%	0	18		1.5045	YES
Sep-03	10.33%	1,286	12,452	33.33%	3	9		-2.2671	NO
Oct-03	9.99%	1,137	11,378	7.14%	1	14		0.3554	YES

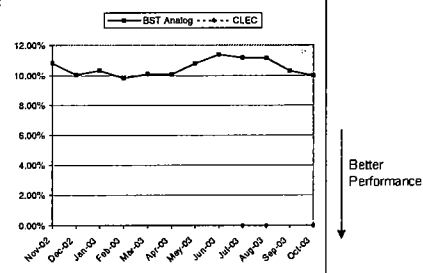
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.2.19.8.1.2 2W Analog Loop Design/<10 circuits/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.85%	1,376	12,688						
Dec-02	10.07%	1,020	10,127						
Jan-03	10.34%	1,145	11,078						
Feb-03	9.83%	1,257	12,788						
Mar-03	10.11%	1,200	11,875						
Apr-03	10.06%	1,218	12,088						
May-03	10.82%	1,294	11,956						
Jun-03	11.41%	1,196	10,479						
Jul-03	11.19%	1,310	11,702	0.00%	0	2		0.5021	YES
Aug-03	11.18%	1,346	12,034	0.00%	0	1		0.3549	YES
Sep-03	10.33%	1,286	12,452						
Oct-03	9.99%	1,137	11,378	0.00%	0	3		0.5770	YES

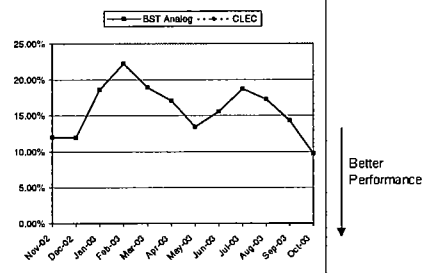
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.2.19.8.2.1 2W Analog Loop Design/>=10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	12.00%	12	100						
Dec-02	11.94%	8	67						
Jan-03	18.57%	13	70						
Feb-03	22.22%	16	72						
Mar-03	18.92%	14	74						
Apr-03	17.07%	14	82						
May-03	13.43%	9	67						
Jun-03	15.58%	7	45						
Jul-03	18.75%	9	48						
Aug-03	17.24%	10	58						
Sep-03	14.29%	11	77						
Oct-03	9.72%	7	72						

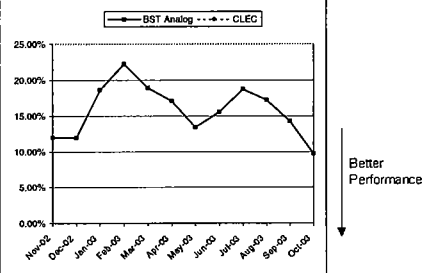
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.2.19.8.2.2 2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	12.00%	12	100						
Dec-02	11.94%	8	67						
Jan-03	18.57%	13	70						
Feb-03	22.22%	16	72						
Mar-03	18.92%	14	74						
Apr-03	17.07%	14	82						
May-03	13.43%	9	67						
Jun-03	15.58%	7	45						
Jul-03	18.75%	9	48						
Aug-03	17.24%	10	58						
Sep-03	14.29%	11	77						
Oct-03	9.72%	7	72						

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



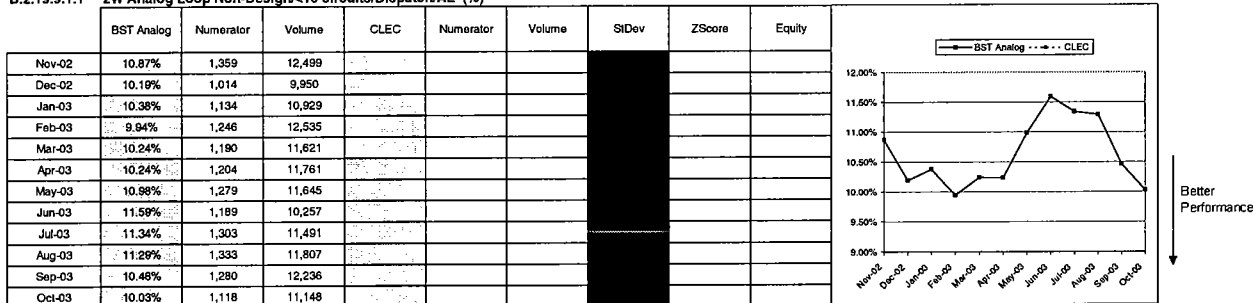
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.

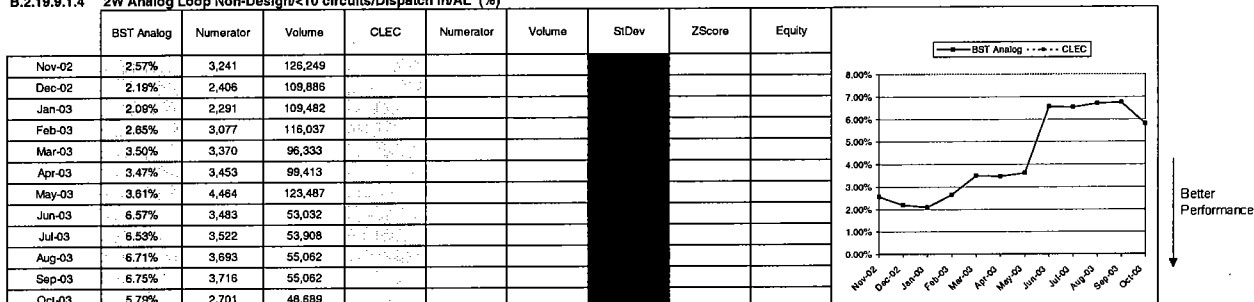
Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.19.9.1.1 2W Analog Loop Non-Design/<10 circuits/Dispatch/AL (%)



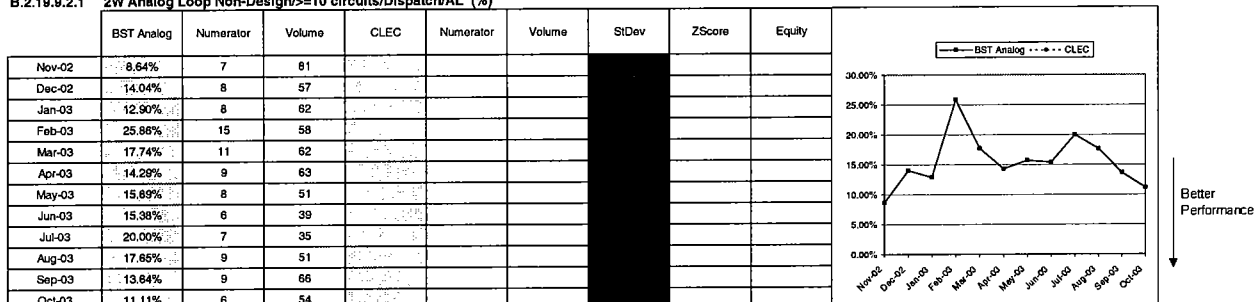
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.19.9.1.4 2W Analog Loop Non-Design/<10 circuits/Dispatch In/AL (%)



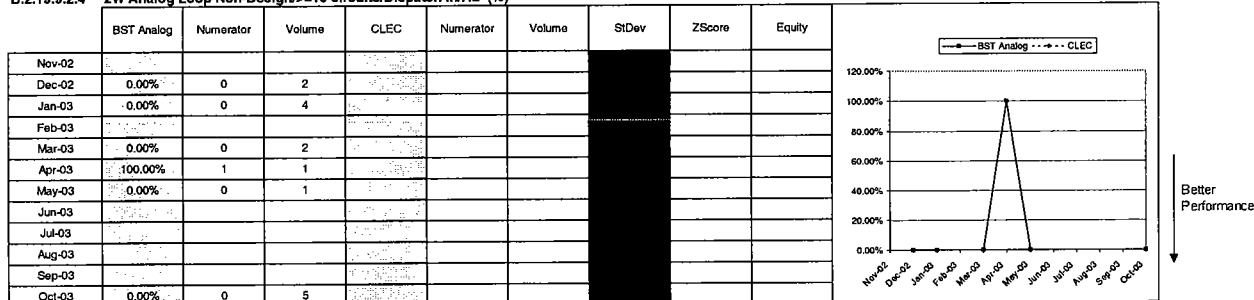
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.19.9.2.1 2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL (%)



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.19.9.2.4 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/AL (%)



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

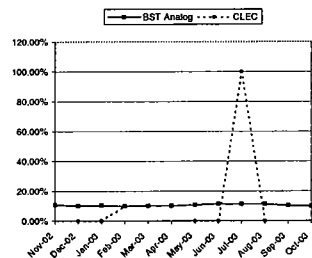
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator Indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.19.12.1.1 2W Analog Loop w/LNP Design<10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.85%	1,376	12,586						
Dec-02	10.07%	1,020	10,127	0.00%	0	1		0.3347	YES
Jan-03	10.34%	1,145	11,078	0.00%	0	1		0.3395	YES
Feb-03	9.83%	1,257	12,788	10.00%	1	10		-0.0181	YES
Mar-03	10.11%	1,200	11,875						
Apr-03	10.08%	1,218	12,088						
May-03	10.82%	1,294	11,956	0.00%	0	3		0.5033	YES
Jun-03	11.41%	1,196	10,479	0.00%	0	1		0.3589	YES
Jul-03	11.19%	1,310	11,702	100.00%	1	1		-2.8164	NO
Aug-03	11.18%	1,346	12,034	0.00%	0	1		0.3549	YES
Sep-03	10.33%	1,286	12,452						
Oct-03	9.99%	1,137	11,378						

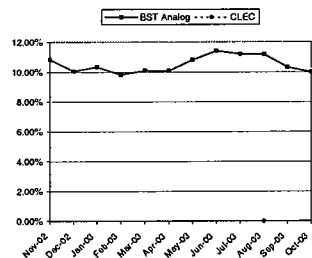


Better  
Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.19.12.1.2 2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.85%	1,376	12,586						
Dec-02	10.07%	1,020	10,127						
Jan-03	10.34%	1,145	11,078						
Feb-03	9.83%	1,257	12,788						
Mar-03	10.11%	1,200	11,875						
Apr-03	10.08%	1,218	12,088						
May-03	10.82%	1,294	11,956						
Jun-03	11.41%	1,196	10,479						
Jul-03	11.19%	1,310	11,702						
Aug-03	11.18%	1,346	12,034	0.00%	0	1		0.3549	YES
Sep-03	10.33%	1,286	12,452						
Oct-03	9.99%	1,137	11,378						

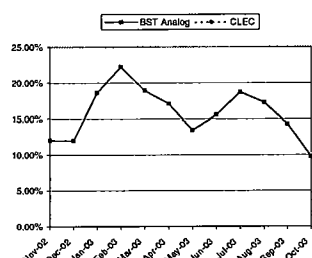


Better  
Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.19.12.2.1 2W Analog Loop w/LNP Design>=10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	12.00%	12	100						
Dec-02	11.94%	8	67						
Jan-03	18.57%	13	70						
Feb-03	22.22%	16	72						
Mar-03	18.92%	14	74						
Apr-03	17.07%	14	82						
May-03	13.43%	9	67						
Jun-03	15.58%	7	45						
Jul-03	16.75%	9	48						
Aug-03	17.24%	10	58						
Sep-03	14.29%	11	77						
Oct-03	9.72%	7	72						

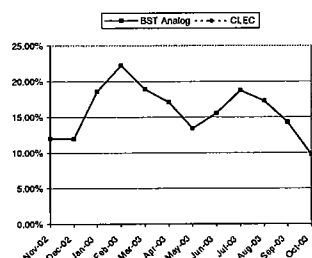


Better  
Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.19.12.2.2 2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	12.00%	12	100						
Dec-02	11.94%	8	67						
Jan-03	18.57%	13	70						
Feb-03	22.22%	16	72						
Mar-03	18.92%	14	74						
Apr-03	17.07%	14	82						
May-03	13.43%	9	67						
Jun-03	15.58%	7	45						
Jul-03	16.75%	9	48						
Aug-03	17.24%	10	58						
Sep-03	14.29%	11	77						
Oct-03	9.72%	7	72						



Better  
Performance

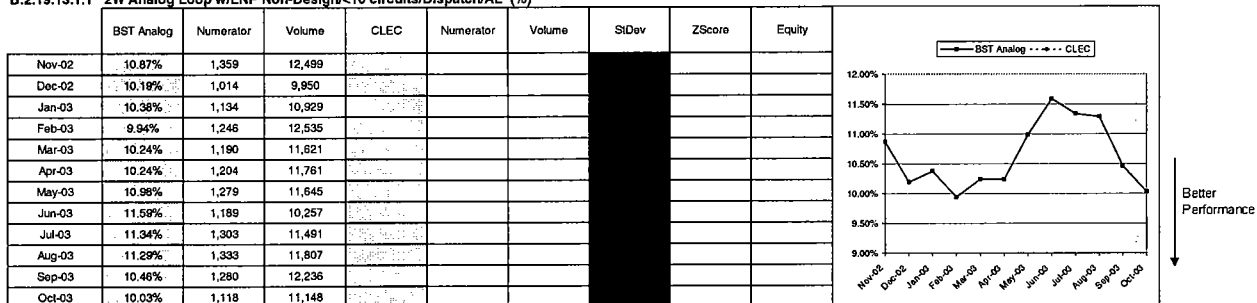
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

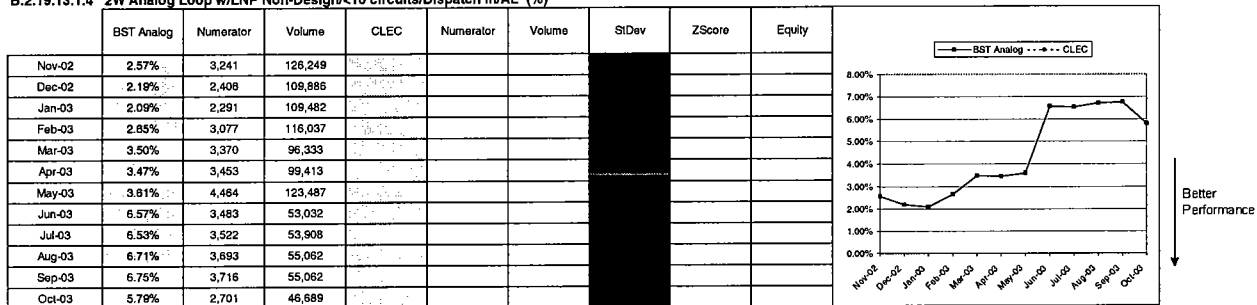
Numerator Indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.19.13.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL (%)



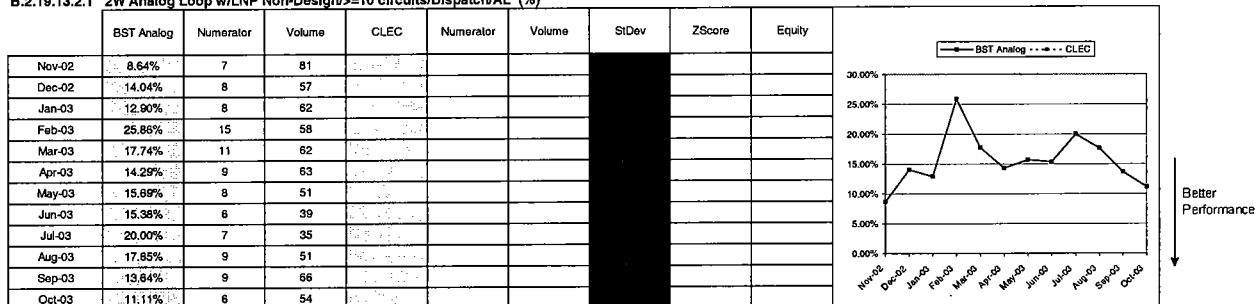
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.19.13.1.4 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/AL (%)



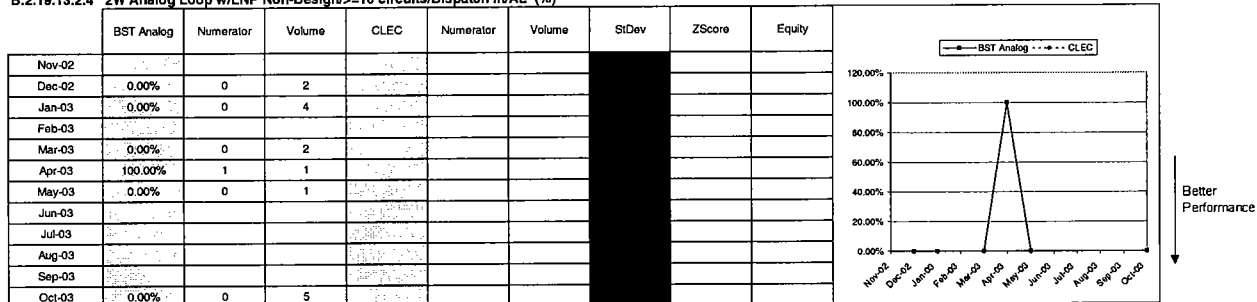
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.19.13.2.1 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL (%)



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.19.13.2.4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/AL (%)



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Provisioning Troubles within 30 Days

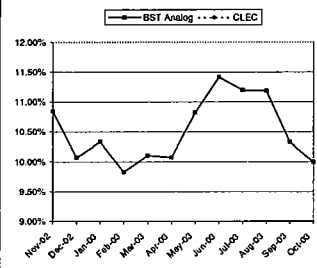
(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator indicates total number of Initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.

Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.19.15.1.1 Other Non-Design/<10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.85%	1,376	12,566						
Dec-02	10.07%	1,020	10,127						
Jan-03	10.34%	1,145	11,078						
Feb-03	9.83%	1,257	12,788						
Mar-03	10.11%	1,200	11,875						
Apr-03	10.06%	1,218	12,088						
May-03	10.82%	1,294	11,956						
Jun-03	11.41%	1,196	10,479						
Jul-03	11.19%	1,310	11,702						
Aug-03	11.18%	1,346	12,034						
Sep-03	10.33%	1,286	12,452						
Oct-03	9.99%	1,137	11,378						



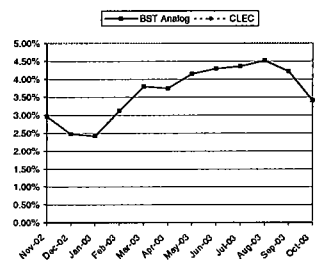
Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.19.15.1.2 Other Non-Design/<10 circuits/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.96%	8,055	271,758						
Dec-02	2.47%	5,743	232,556						
Jan-03	2.42%	5,582	230,616						
Feb-03	3.13%	8,168	251,157						
Mar-03	3.80%	8,495	223,509						
Apr-03	3.74%	8,388	224,036						
May-03	4.15%	10,871	262,169						
Jun-03	4.29%	10,552	245,747						
Jul-03	4.35%	10,592	243,222						
Aug-03	4.52%	10,688	236,619						
Sep-03	4.22%	10,444	247,730						
Oct-03	3.40%	7,966	234,604						



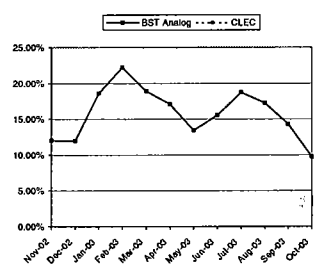
Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.19.15.2.1 Other Non-Design/>=10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	12.00%	12	100						
Dec-02	11.94%	8	67						
Jan-03	18.57%	13	70						
Feb-03	22.22%	16	72						
Mar-03	18.82%	14	74						
Apr-03	17.07%	14	82						
May-03	13.43%	9	67						
Jun-03	15.58%	7	45						
Jul-03	18.75%	9	48						
Aug-03	17.24%	10	58						
Sep-03	14.29%	11	77						
Oct-03	9.72%	7	72						



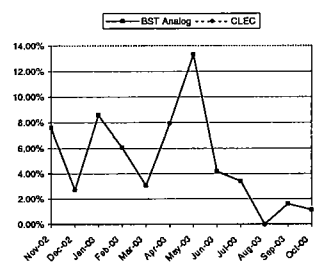
Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.19.15.2.2 Other Non-Design/>=10 circuits/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	7.59%	6	79						
Dec-02	2.70%	2	74						
Jan-03	8.57%	6	70						
Feb-03	8.06%	4	66						
Mar-03	3.03%	2	66						
Apr-03	7.94%	5	63						
May-03	13.33%	8	60						
Jun-03	4.17%	3	72						
Jul-03	3.39%	2	59						
Aug-03	0.00%	0	96						
Sep-03	1.60%	2	125						
Oct-03	1.14%	1	88						



Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Jeopardy Notice >= 48 hours - Mechanized

(% of Jeopardy Notices delivered greater than or equal to 48 hours)

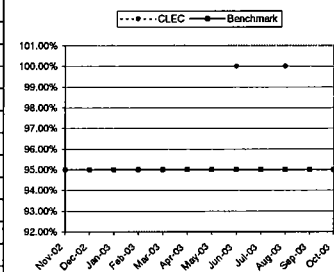
Numerator indicates total number of jeopardy notices completed greater than or equal to 48 hours.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.10.4

EELs/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%			100.00%	1	1			YES
Jul-03	95.00%								
Aug-03	95.00%			100.00%	1	1			YES
Sep-03	95.00%								
Oct-03	95.00%								



Better  
Performance

Better  
Performance



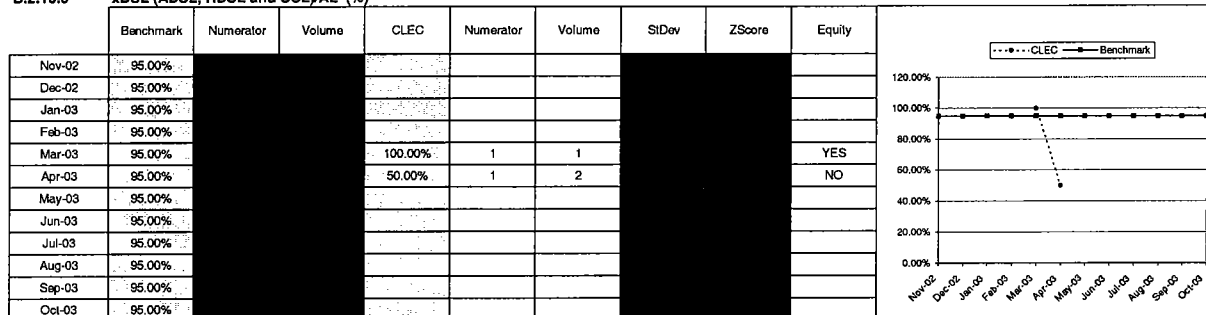
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Jeopardy Notice >= 48 hours - Mechanized

(% of Jeopardy Notices delivered greater than or equal to 48 hours)

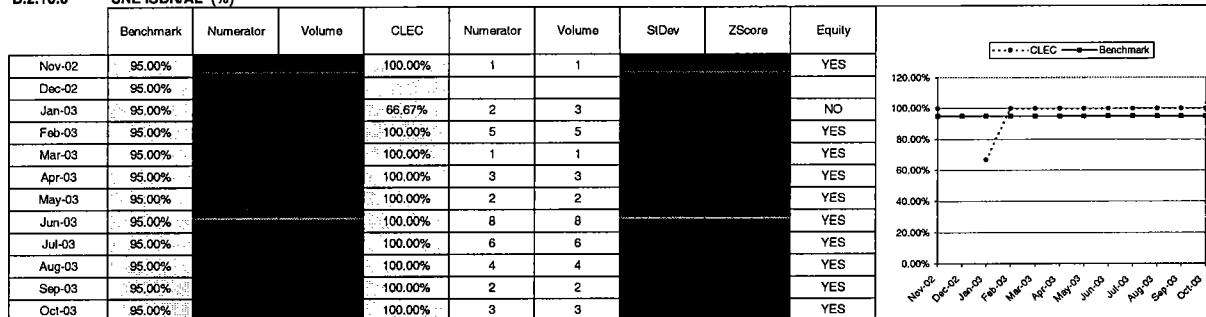
Numerator indicates total number of jeopardy notices completed greater than or equal to 48 hours.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

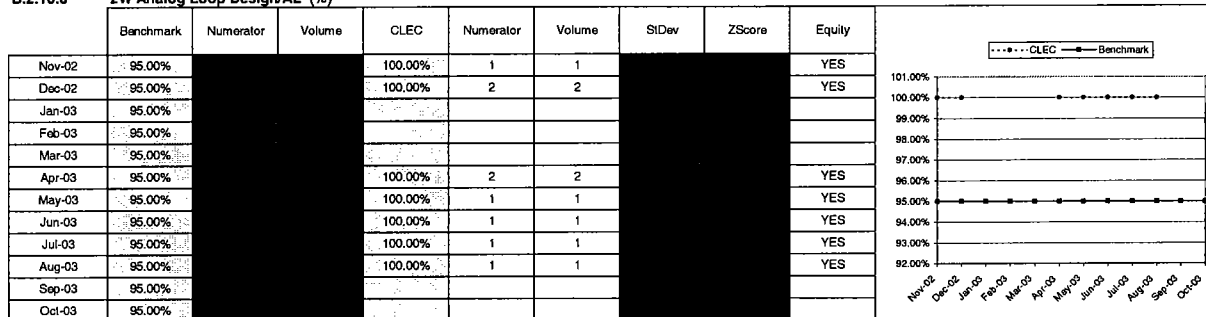
B.2.10.5 xDSL (ADSL, HDSL and UCL)AL (%)



B.2.10.6 UNE ISDNAL (%)



B.2.10.8 2W Analog Loop Design/AL (%)



Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Jeopardy Notice >= 48 hours - Mechanized

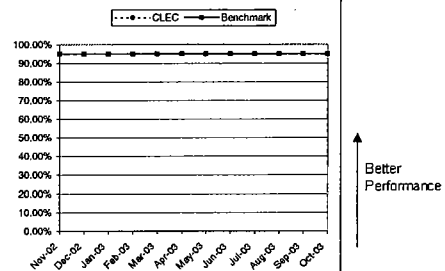
(% of Jeopardy Notices delivered greater than or equal to 48 hours)

Numerator indicates total number of jeopardy notices completed greater than or equal to 48 hours.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

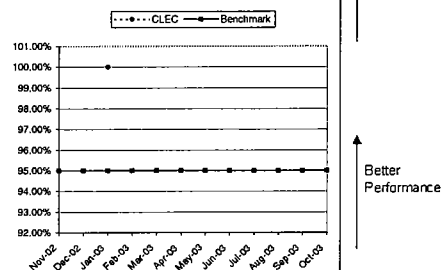
B.2.10.9 2W Analog Loop Non-Design/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								



B.2.10.12 2W Analog Loop w/LNP Design/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%			100.00%	1	1			YES
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								



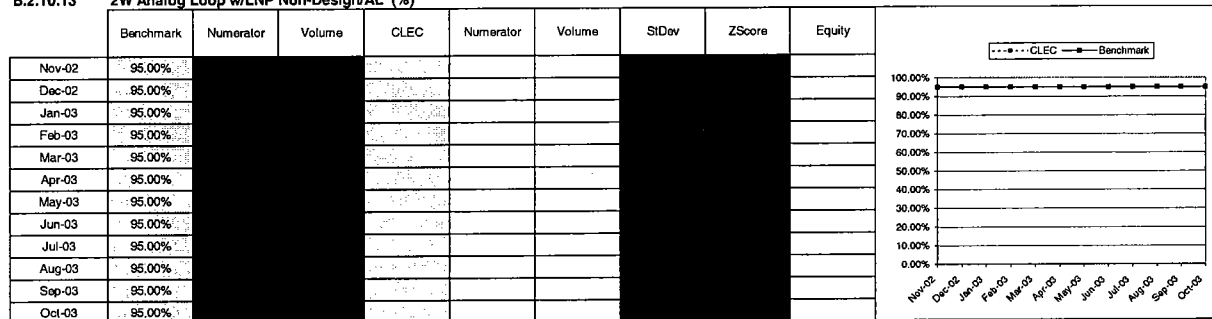
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Jeopardy Notice >= 48 hours - Mechanized

(% of Jeopardy Notices delivered greater than or equal to 48 hours)

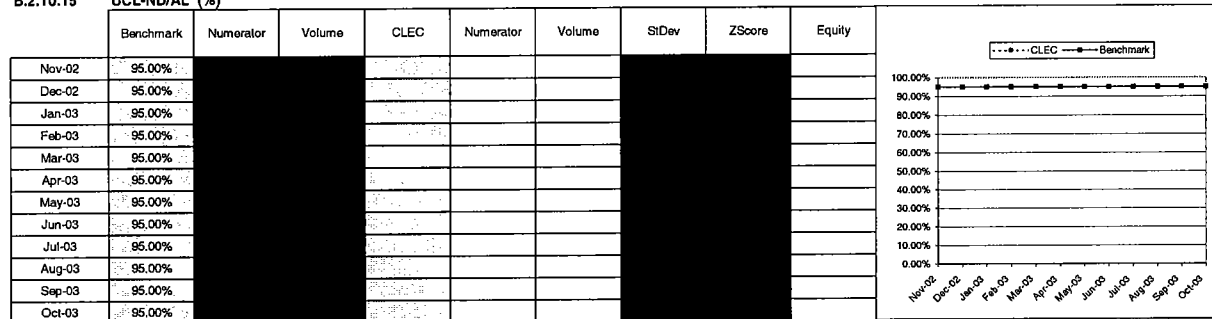
Numerator indicates total number of jeopardy notices completed greater than or equal to 48 hours.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.10.13 2W Analog Loop w/LNP Non-Design/AL (%)



B.2.10.15 UCL-ND/AL (%)



Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Coordinated Customers Conversions

(% of Coordinated Time Intervals Worked to Cutover Loops (BST-CLEC) within 15 min)

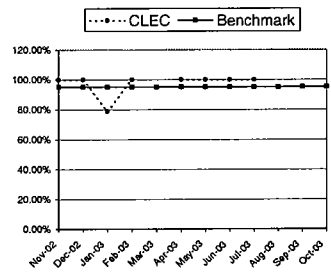
Numerator indicates total number of coordinated loop cutovers performed within 15 min for this disaggregation in the reporting period.

Volume indicates the number of Items cut for this disaggregation in the reporting period.

B.2.12.2

Loops with LNP/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	95.00%			100.00%	4	4			YES
Dec-02	95.00%			100.00%	7	7			YES
Jan-03	95.00%			78.95%	15	19			NO
Feb-03	95.00%			100.00%	1	1			YES
Mar-03	95.00%								
Apr-03	95.00%			100.00%	17	17			YES
May-03	95.00%			100.00%	5	5			YES
Jun-03	95.00%			100.00%	2	2			YES
Jul-03	95.00%			100.00%	9	9			YES
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								



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Performance

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Hot Cut Timeliness

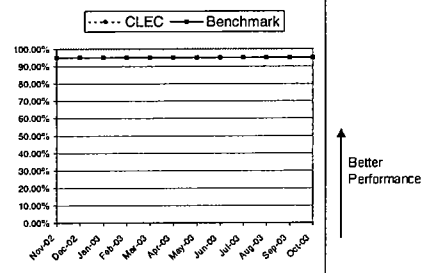
(% of Hot Cuts Performed within 15 Minutes of Scheduled Cut)

Numerator indicates total number of hot cuts performed within 15 minutes of scheduled cut in the reporting period.

Volume indicates total number of hot cut service orders completed for this disaggregation in the reporting period.

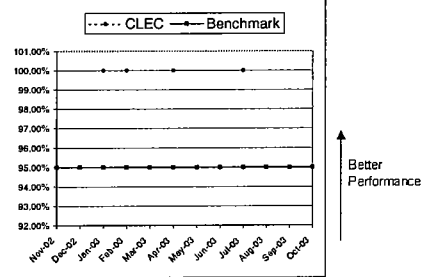
B.2.14.1 Time-Specific SL1/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								



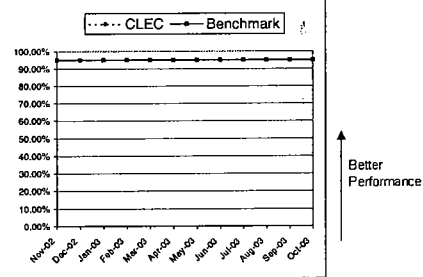
B.2.14.2 Time-Specific SL2/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%			100.00%	10	10			YES
Feb-03	95.00%			100.00%	1	1			YES
Mar-03	95.00%								
Apr-03	95.00%			100.00%	2	2			YES
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%			100.00%	1	1			YES
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								



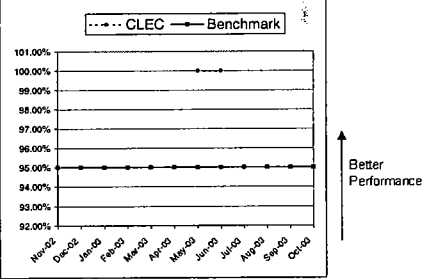
B.2.14.3 Non-Time Specific SL1/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								



B.2.14.4 Non-Time Specific SL2/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%			100.00%	1	1			YES
Jun-03	95.00%			100.00%	1	1			YES
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								



Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Hot Cuts > 15 minutes Late

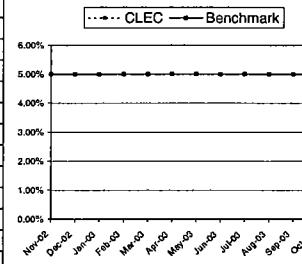
(% of Hot Cuts Performed More Than 15 Minutes After Scheduled Cut)

Numerator Indicates total number of hot cuts performed more than 15 minutes after scheduled cut in the reporting period.

Volume Indicates total number of hot cut service orders completed for this disaggregation in the reporting period.

B.2.15.1 Time-Specific SL1/AL (%)

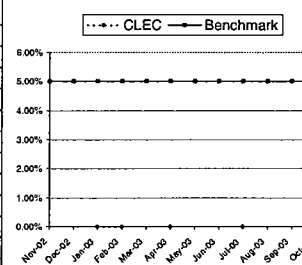
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.00%								
Dec-02	5.00%								
Jan-03	5.00%								
Feb-03	5.00%								
Mar-03	5.00%								
Apr-03	5.00%								
May-03	5.00%								
Jun-03	5.00%								
Jul-03	5.00%								
Aug-03	5.00%								
Sep-03	5.00%								
Oct-03	5.00%								



Better  
Performance

B.2.15.2 Time-Specific SL2/AL (%)

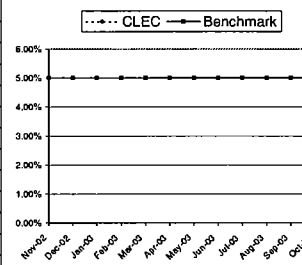
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.00%								
Dec-02	5.00%								
Jan-03	5.00%			0.00%	0	10			YES
Feb-03	5.00%			0.00%	0	1			YES
Mar-03	5.00%								
Apr-03	5.00%			0.00%	0	2			YES
May-03	5.00%								
Jun-03	5.00%								
Jul-03	5.00%			0.00%	0	1			YES
Aug-03	5.00%								
Sep-03	5.00%								
Oct-03	5.00%								



Better  
Performance

B.2.15.3 Non-Time Specific SL1/AL (%)

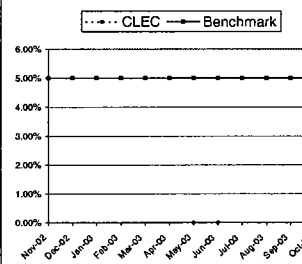
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.00%								
Dec-02	5.00%								
Jan-03	5.00%								
Feb-03	5.00%								
Mar-03	5.00%								
Apr-03	5.00%								
May-03	5.00%								
Jun-03	5.00%								
Jul-03	5.00%								
Aug-03	5.00%								
Sep-03	5.00%								
Oct-03	5.00%								



Better  
Performance

B.2.15.4 Non-Time Specific SL2/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.00%								
Dec-02	5.00%								
Jan-03	5.00%								
Feb-03	5.00%								
Mar-03	5.00%								
Apr-03	5.00%								
May-03	5.00%			0.00%	0	1			YES
Jun-03	5.00%			0.00%	0	1			YES
Jul-03	5.00%								
Aug-03	5.00%								
Sep-03	5.00%								
Oct-03	5.00%								



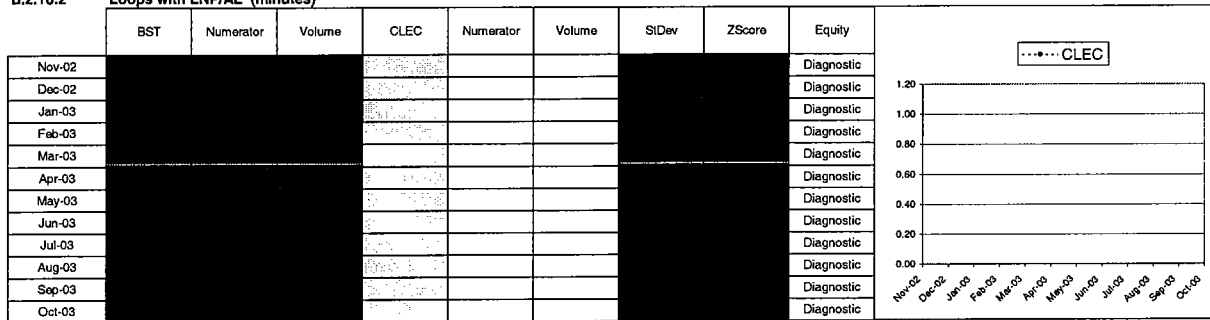
Better  
Performance

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Recovery Time - CCC

(Time between notification by BellSouth of a service outage found that can be isolated to the BellSouth side of the network)  
Numerator indicates date and time trouble is closed by CLEC minus date and time the initial trouble is opened with BellSouth.  
Volume indicates total number of troubles referred to BellSouth in the reporting period.

B.2.16.2

Loops with LNP/AL (minutes)



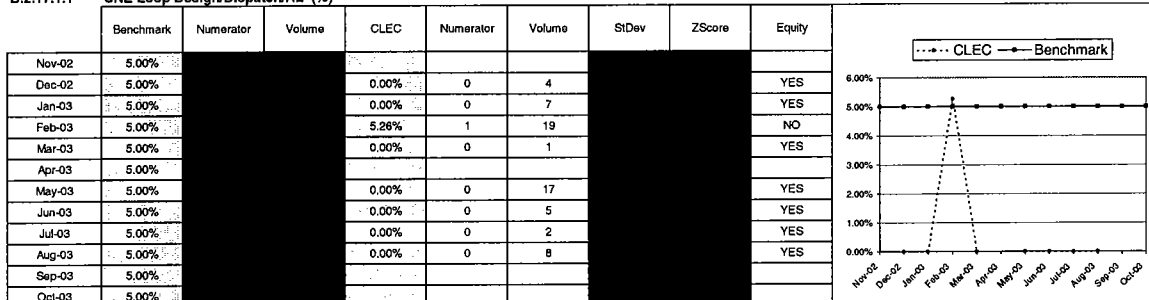
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Provisioning Troubles within 7 Days - Hot Cuts

(% of Trouble Reports Received within 7 Days of Hot Cut Service Order Completion)

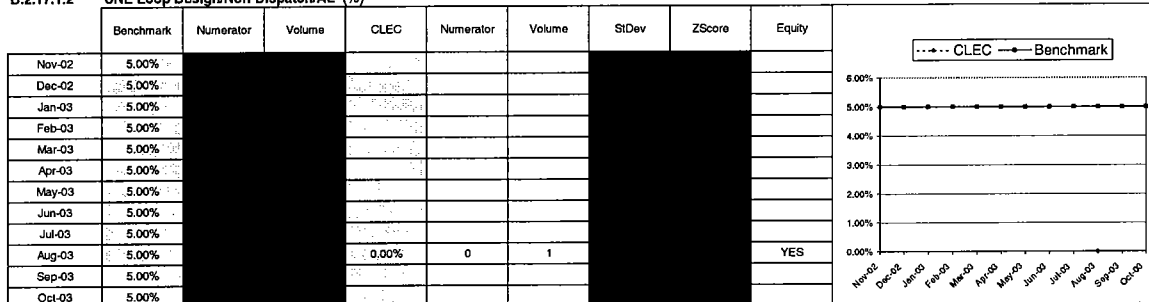
Numerator Indicates total number of hot cut circuits with a trouble report within 7 days following service order completion.

Volume Indicates total number of cut counts for this disaggregation in the previous reporting period.

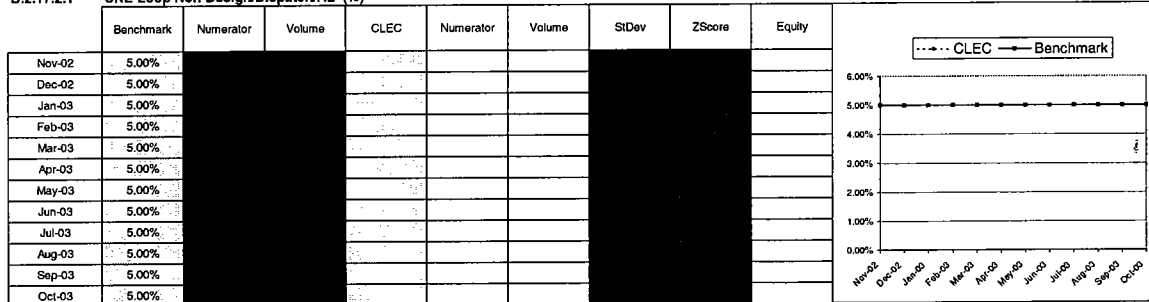
B.2.17.1.1 UNE Loop Design/Dispatch/AL (%)



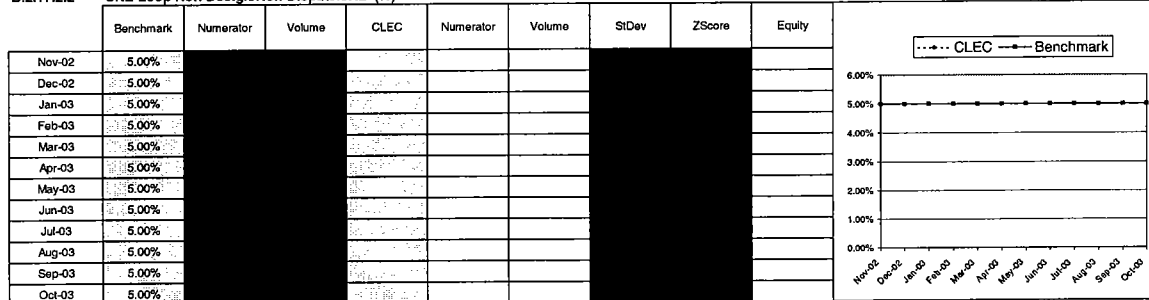
B.2.17.1.2 UNE Loop Design/Non-Dispatch/AL (%)



B.2.17.2.1 UNE Loop Non-Design/Dispatch/AL (%)



B.2.17.2.2 UNE Loop Non-Design/Non-Dispatch/AL (%)





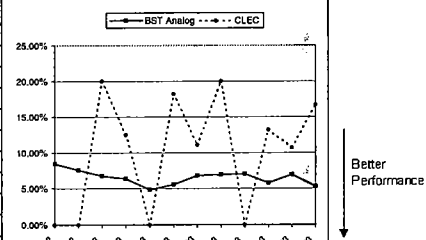
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Missed Installation Appointments  
(% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume indicates total orders for this disaggregation completed in the reporting period.

B.2.18.4.1.1 EELs/<10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.48%	905	10,673	0.00%	0	3		0.5271	YES
Dec-02	7.55%	884	11,701	0.00%	0	3		0.4951	YES
Jan-03	6.77%	909	13,417	20.00%	2	10		-1.8635	NO
Feb-03	6.35%	804	12,667	12.50%	1	8		-0.7136	YES
Mar-03	4.84%	618	12,772	0.00%	0	5		0.5041	YES
Apr-03	5.54%	702	12,663	18.18%	2	11		-1.8309	NO
May-03	6.81%	748	10,988	11.11%	1	9		-0.5124	YES
Jun-03	6.92%	845	12,205	20.00%	4	20		-2.3018	NO
Jul-03	7.05%	892	12,649	0.00%	0	9		0.9926	YES
Aug-03	5.76%	747	12,967	13.21%	7	53		-2.2667	NO
Sep-03	6.93%	828	11,943	10.71%	6	56		-1.4399	YES
Oct-03	5.28%	672	12,726	16.67%	8	48		-3.9410	NO

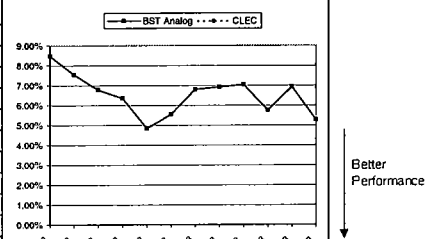
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



B.2.18.4.1.4 EELs/<10 circuits/Dispatch In/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.48%	905	10,673						
Dec-02	7.55%	884	11,701						
Jan-03	6.77%	909	13,417						
Feb-03	6.35%	804	12,667						
Mar-03	4.84%	618	12,772						
Apr-03	5.54%	702	12,663						
May-03	6.81%	748	10,988						
Jun-03	6.92%	845	12,205						
Jul-03	7.05%	892	12,649						
Aug-03	5.76%	747	12,967						
Sep-03	6.93%	828	11,943						
Oct-03	5.28%	672	12,726						

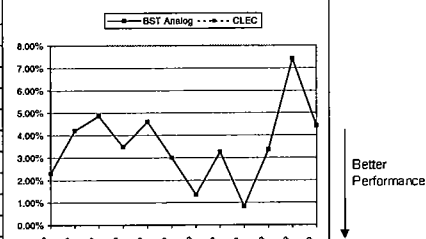
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



B.2.18.4.2.1 EELs/>=10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.29%	3	131						
Dec-02	4.20%	6	143						
Jan-03	4.86%	7	144						
Feb-03	3.47%	5	144						
Mar-03	4.61%	7	152						
Apr-03	2.99%	5	167						
May-03	1.35%	1	74						
Jun-03	3.28%	3	92						
Jul-03	0.82%	1	122						
Aug-03	3.36%	5	149						
Sep-03	7.41%	8	108						
Oct-03	4.41%	6	136						

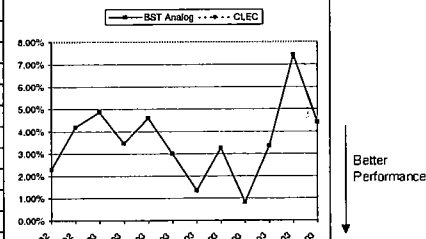
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



B.2.18.4.2.4 EELs/>=10 circuits/Dispatch In/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.29%	3	131						
Dec-02	4.20%	6	143						
Jan-03	4.86%	7	144						
Feb-03	3.47%	5	144						
Mar-03	4.61%	7	152						
Apr-03	2.99%	5	167						
May-03	1.35%	1	74						
Jun-03	3.28%	3	92						
Jul-03	0.82%	1	122						
Aug-03	3.36%	5	149						
Sep-03	7.41%	8	108						
Oct-03	4.41%	6	136						

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



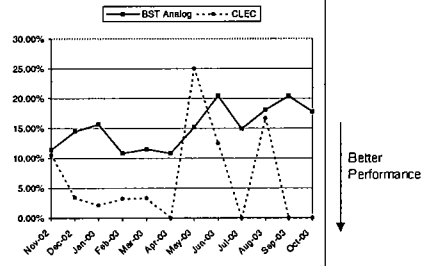
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Missed Installation Appointments  
(% of Installation Order Appointments Missed)

Numerator indicates total number of Installation appointments missed for this disaggregation in the reporting period.  
Volume indicates total orders for this disaggregation completed in the reporting period.

B.2.18.5.1.1 xDSL (ADSL, HDSL and UCLY<10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	11.40%	127	1,114	10.53%	2	19		0.1189	YES
Dec-02	14.47%	225	1,555	3.45%	1	29		1.6716	YES
Jan-03	15.66%	263	1,679	2.17%	1	46		2.4835	YES
Feb-03	10.78%	153	1,419	3.23%	1	31		1.3419	YES
Mar-03	11.50%	169	1,470	3.33%	1	30		1.3876	YES
Apr-03	10.81%	185	1,712	0.00%	0	50		2.4261	YES
May-03	15.16%	271	1,788	25.00%	2	8		-0.7747	YES
Jun-03	20.45%	394	1,927	12.50%	2	16		0.7849	YES
Jul-03	14.88%	302	2,030	0.00%	0	18		1.7658	YES
Aug-03	18.06%	442	2,448	18.67%	2	12		0.1248	YES
Sep-03	20.36%	443	2,176	0.00%	0	4		1.0103	YES
Oct-03	17.75%	416	2,344	0.00%	0	6		1.1364	YES

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

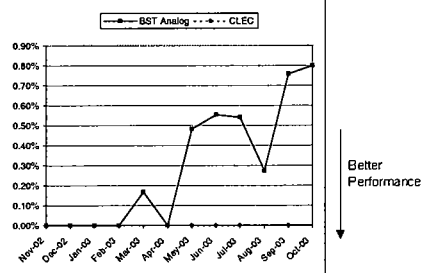


Better Performance

B.2.18.5.1.2 xDSL (ADSL, HDSL and UCLY<10 circuits/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	1,607						
Dec-02	0.00%	0	2,459						
Jan-03	0.00%	0	2,381						
Feb-03	0.00%	0	2,234						
Mar-03	0.17%	4	2,388						
Apr-03	0.00%	0	2,304						
May-03	0.48%	12	2,488	0.00%	0	1		0.0696	YES
Jun-03	0.55%	14	2,529	0.00%	0	1		0.0746	YES
Jul-03	0.54%	15	2,776	0.00%	0	3		0.1276	YES
Aug-03	0.27%	10	3,656						
Sep-03	0.76%	22	2,905	0.00%	0	1		0.0873	YES
Oct-03	0.80%	25	3,125						

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

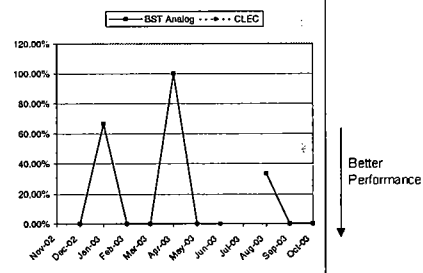


Better Performance

B.2.18.5.2.1 xDSL (ADSL, HDSL and UCLY>=10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.00%	0	1						
Jan-03	66.67%	2	3						
Feb-03	0.00%	0	1						
Mar-03	0.00%	0	3						
Apr-03	100.00%	1	1						
May-03	0.00%	0	1						
Jun-03	0.00%	0	1						
Jul-03									
Aug-03	33.33%	1	3						
Sep-03	0.00%	0	1						
Oct-03	0.00%	0	2						

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

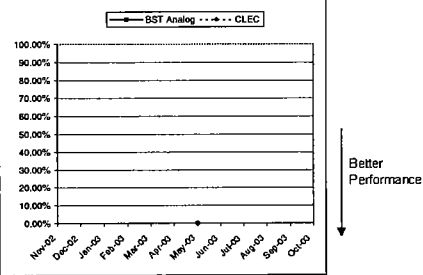


Better Performance

B.2.18.5.2.2 xDSL (ADSL, HDSL and UCLY>=10 circuits/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03	0.00%	0	1						
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report



Better Performance

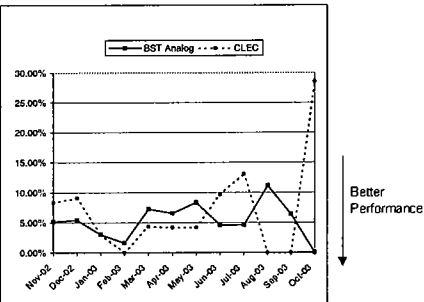
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Missed Installation Appointments  
(% of Installation Order Appointments Missed)

Numerator indicates total number of Installation appointments missed for this disaggregation in the reporting period.  
Volume indicates total orders for this disaggregation completed in the reporting period.

B.2.18.6.1.1 UNE ISDN/<10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.17%	3	58	8.33%	1	12		-0.4500	YES
Dec-02	5.45%	3	55	9.09%	1	11		-0.4848	YES
Jan-03	2.99%	2	67	3.03%	1	33		-0.0125	YES
Feb-03	1.59%	1	63	0.00%	0	19		0.4852	YES
Mar-03	7.27%	4	55	4.35%	1	23		0.4536	YES
Apr-03	6.56%	4	61	4.17%	1	24		0.4008	YES
May-03	8.33%	4	48	4.17%	1	24		0.8030	YES
Jun-03	4.55%	1	22	9.88%	3	31		-0.8838	YES
Jul-03	4.55%	2	44	13.04%	3	23		-1.5856	YES
Aug-03	11.11%	4	36	0.00%	0	23		1.3245	YES
Sep-03	6.38%	3	47	0.00%	0	10		0.7498	YES
Oct-03	0.00%	0	45	28.57%	4	14			NO

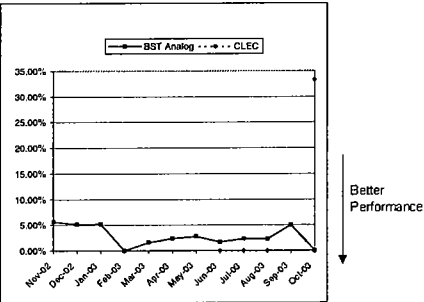
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.18.6.1.2 UNE ISDN/<10 circuits/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.83%	4	71						
Dec-02	5.13%	4	78						
Jan-03	5.21%	5	96						
Feb-03	0.00%	0	90						
Mar-03	1.59%	1	63						
Apr-03	2.41%	2	83						
May-03	2.78%	2	72						
Jun-03	1.72%	1	58	0.00%	0	3		0.2237	YES
Jul-03	2.33%	2	86	0.00%	0	1		0.1534	YES
Aug-03	2.27%	2	88	0.00%	0	1		0.1516	YES
Sep-03	5.00%	4	80						
Oct-03	0.00%	0	81	33.33%	1	3			NO

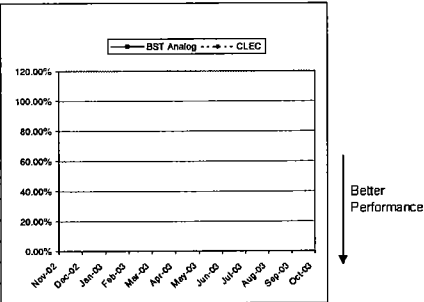
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.18.6.2.1 UNE ISDN/>=10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

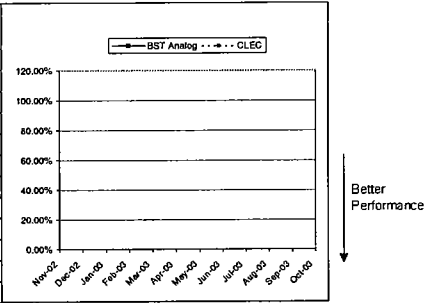
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.18.6.2.2 UNE ISDN/>=10 circuits/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



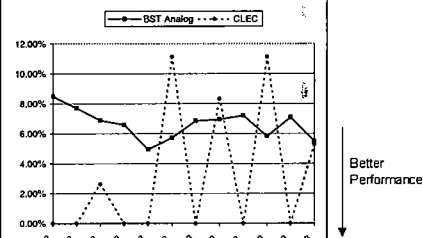
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Missed Installation Appointments  
(% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume indicates total orders for this disaggregation completed in the reporting period.

B.2.18.8.1.1 2W Analog Loop Design/<10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.50%	861	10,127	0.00%	0	14		1.1398	YES
Dec-02	7.69%	852	11,078	0.00%	0	10		0.9124	YES
Jan-03	6.87%	879	12,788	2.63%	1	38		1.0320	YES
Feb-03	6.56%	781	11,875	0.00%	0	22		1.2433	YES
Mar-03	4.94%	597	12,088	0.00%	0	14		0.8524	YES
Apr-03	5.72%	684	11,958	11.11%	2	18		-0.9839	YES
May-03	6.84%	714	10,443	0.00%	0	9		0.8124	YES
Jun-03	6.96%	814	11,702	8.33%	1	12		-0.1874	YES
Jul-03	7.20%	866	12,034	0.00%	0	18		1.1805	YES
Aug-03	5.81%	723	12,452	11.11%	1	9		-0.6803	YES
Sep-03	7.08%	805	11,378	0.00%	0	14		1.0318	YES
Oct-03	5.47%	649	11,854	5.26%	1	19		0.0405	YES

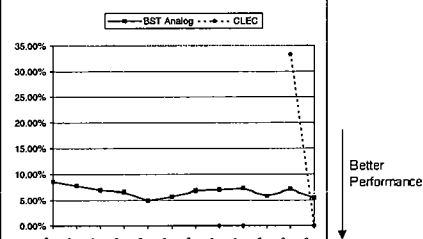
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.2.18.8.1.2 2W Analog Loop Design/<10 circuits/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.50%	861	10,127						
Dec-02	7.69%	852	11,078						
Jan-03	6.87%	879	12,788						
Feb-03	6.56%	781	11,875						
Mar-03	4.94%	597	12,088						
Apr-03	5.72%	684	11,958						
May-03	6.84%	714	10,443						
Jun-03	6.96%	814	11,702	0.00%	0	2		0.3866	YES
Jul-03	7.20%	866	12,034	0.00%	0	1		0.2785	YES
Aug-03	5.81%	723	12,452						
Sep-03	7.08%	805	11,378	33.33%	1	3		-1.7735	NO
Oct-03	5.47%	649	11,854	0.00%	0	3		0.4168	YES

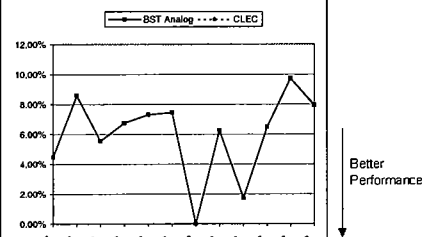
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.2.18.8.2.1 2W Analog Loop Design/>=10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	4.48%	3	67						
Dec-02	8.57%	6	70						
Jan-03	5.56%	4	72						
Feb-03	6.78%	5	74						
Mar-03	7.32%	6	82						
Apr-03	7.46%	5	67						
May-03	0.00%	0	44						
Jun-03	6.25%	3	48						
Jul-03	1.72%	1	58						
Aug-03	6.49%	5	77						
Sep-03	9.72%	7	72						
Oct-03	7.94%	5	63						

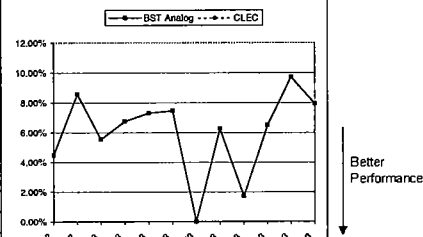
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.2.18.8.2.2 2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	4.48%	3	67						
Dec-02	8.57%	6	70						
Jan-03	5.56%	4	72						
Feb-03	6.78%	5	74						
Mar-03	7.32%	6	82						
Apr-03	7.46%	5	67						
May-03	0.00%	0	44						
Jun-03	6.25%	3	48						
Jul-03	1.72%	1	58						
Aug-03	6.49%	5	77						
Sep-03	9.72%	7	72						
Oct-03	7.94%	5	63						

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Missed Installation Appointments

(% of Installation Order Appointments Missed)

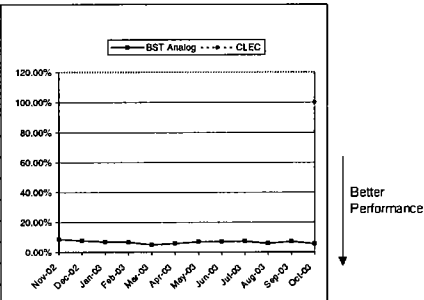
Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.

Volume indicates total orders for this disaggregation completed in the reporting period.

B.2.18.9.1.1 2W Analog Loop Non-Design<10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.83%	859	9,950						
Dec-02	7.75%	847	10,929						
Jan-03	6.96%	872	12,535						
Feb-03	6.67%	775	11,621						
Mar-03	5.03%	592	11,761						
Apr-03	5.85%	681	11,645						
May-03	6.89%	704	10,225						
Jun-03	7.00%	804	11,491						
Jul-03	7.24%	855	11,807						
Aug-03	5.84%	714	12,236						
Sep-03	7.03%	784	11,148						
Oct-03	5.51%	646	11,714	100.00%	1	1		-4.1390	NO

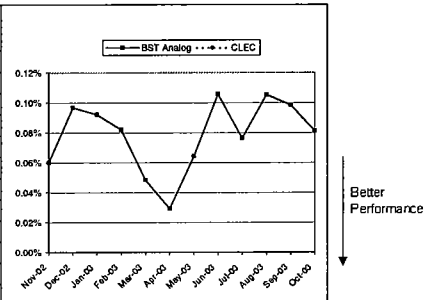
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



B.2.18.9.1.4 2W Analog Loop Non-Design<10 circuits/Dispatch In/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.06%	66	109,886						
Dec-02	0.10%	106	109,482						
Jan-03	0.09%	107	116,037						
Feb-03	0.08%	79	96,333						
Mar-03	0.05%	48	99,413						
Apr-03	0.03%	38	123,487						
May-03	0.06%	34	52,964						
Jun-03	0.11%	57	53,908						
Jul-03	0.08%	42	55,062						
Aug-03	0.11%	58	55,062						
Sep-03	0.10%	46	46,689						
Oct-03	0.08%	36	44,391						

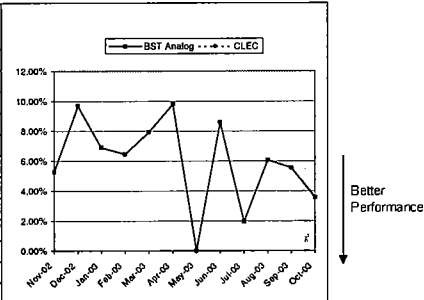
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



B.2.18.9.2.1 2W Analog Loop Non-Design>=10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.28%	3	57						
Dec-02	9.68%	6	62						
Jan-03	8.90%	4	58						
Feb-03	6.45%	4	62						
Mar-03	7.94%	5	63						
Apr-03	9.80%	5	51						
May-03	0.00%	0	38						
Jun-03	8.57%	3	35						
Jul-03	1.96%	1	51						
Aug-03	6.06%	4	66						
Sep-03	5.56%	3	54						
Oct-03	3.57%	2	56						

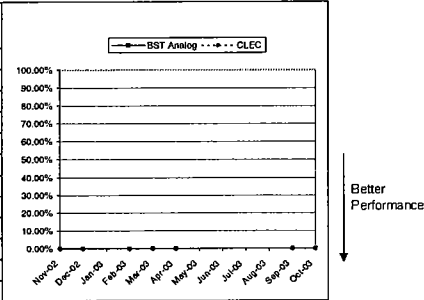
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



B.2.18.9.2.4 2W Analog Loop Non-Design>=10 circuits/Dispatch In/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	2						
Dec-02	0.00%	0	4						
Jan-03									
Feb-03	0.00%	0	2						
Mar-03	0.00%	0	1						
Apr-03	0.00%	0	1						
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03	0.00%	0	5						
Oct-03	0.00%	0	7						

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning

% Missed Installation Appointments

(% of Installation Order Appointments Missed)

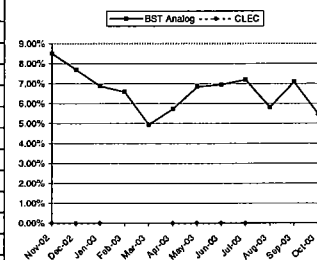
Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.

Volume indicates total orders for this disaggregation completed in the reporting period.

B.2.18.12.1.1 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.50%	881	10,127	0.00%	0	1		0.3048	YES
Dec-02	7.69%	852	11,078	0.00%	0	1		0.2886	YES
Jan-03	6.87%	879	12,788	0.00%	0	10		0.8588	YES
Feb-03	6.58%	781	11,875						
Mar-03	4.94%	597	12,088						
Apr-03	5.72%	684	11,956	0.00%	0	3		0.4266	YES
May-03	6.84%	714	10,443	0.00%	0	1		0.2709	YES
Jun-03	6.96%	814	11,702	0.00%	0	1		0.2734	YES
Jul-03	7.20%	866	12,034	0.00%	0	1		0.2785	YES
Aug-03	5.81%	723	12,452						
Sep-03	7.08%	805	11,378						
Oct-03	5.47%	649	11,854						

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

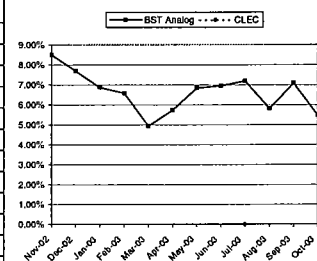


Better  
Performance

B.2.18.12.1.2 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.50%	861	10,127						
Dec-02	7.69%	852	11,078						
Jan-03	6.87%	879	12,788						
Feb-03	6.58%	781	11,875						
Mar-03	4.94%	597	12,088						
Apr-03	5.72%	684	11,956						
May-03	6.84%	714	10,443						
Jun-03	6.96%	814	11,702						
Jul-03	7.20%	866	12,034	0.00%	0	1		0.2785	YES
Aug-03	5.81%	723	12,452						
Sep-03	7.08%	805	11,378						
Oct-03	5.47%	649	11,854						

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

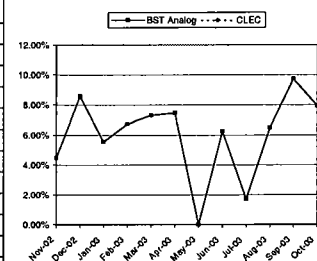


Better  
Performance

B.2.18.12.2.1 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	4.48%	3	67						
Dec-02	8.57%	6	70						
Jan-03	5.56%	4	72						
Feb-03	6.76%	5	74						
Mar-03	7.32%	6	82						
Apr-03	7.46%	5	67						
May-03	0.00%	0	44						
Jun-03	6.25%	3	48						
Jul-03	1.72%	1	58						
Aug-03	6.49%	5	77						
Sep-03	9.72%	7	72						
Oct-03	7.94%	5	63						

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

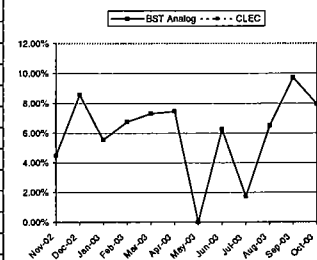


Better  
Performance

B.2.18.12.2.2 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	4.48%	3	67						
Dec-02	8.57%	6	70						
Jan-03	5.56%	4	72						
Feb-03	6.76%	5	74						
Mar-03	7.32%	6	82						
Apr-03	7.46%	5	67						
May-03	0.00%	0	44						
Jun-03	6.25%	3	48						
Jul-03	1.72%	1	58						
Aug-03	6.49%	5	77						
Sep-03	9.72%	7	72						
Oct-03	7.94%	5	63						

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



Better  
Performance

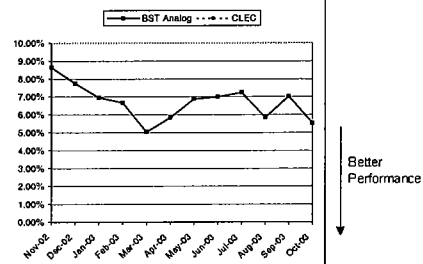
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Missed Installation Appointments  
(% of Installation Order Appointments Missed)

Numerator indicates total number of Installation appointments missed for this disaggregation in the reporting period.  
Volume Indicates total orders for this disaggregation completed in the reporting period.

B.2.18.13.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.83%	859	9,950						
Dec-02	7.75%	847	10,929						
Jan-03	8.98%	872	12,535						
Feb-03	8.67%	775	11,821						
Mar-03	5.03%	582	11,761						
Apr-03	5.85%	681	11,645						
May-03	6.89%	704	10,225						
Jun-03	7.00%	804	11,491						
Jul-03	7.24%	855	11,807						
Aug-03	5.84%	714	12,236						
Sep-03	7.03%	784	11,148						
Oct-03	5.51%	646	11,714						

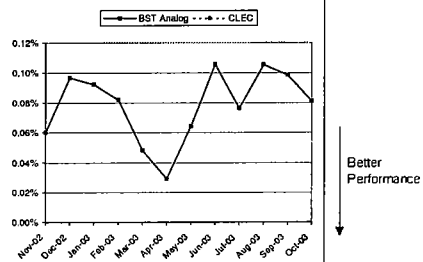
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



B.2.18.13.1.4 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.06%	66	109,886						
Dec-02	0.10%	106	109,482						
Jan-03	0.09%	107	116,037						
Feb-03	0.08%	79	96,333						
Mar-03	0.05%	48	99,413						
Apr-03	0.03%	36	123,487						
May-03	0.06%	34	52,964						
Jun-03	0.11%	57	53,908						
Jul-03	0.08%	42	55,062						
Aug-03	0.11%	58	55,062						
Sep-03	0.10%	46	46,589						
Oct-03	0.08%	36	44,391						

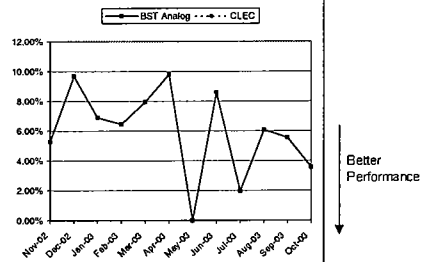
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



B.2.18.13.2.1 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.26%	3	57						
Dec-02	9.68%	6	62						
Jan-03	6.90%	4	58						
Feb-03	6.45%	4	62						
Mar-03	7.94%	5	63						
Apr-03	9.80%	5	51						
May-03	0.00%	0	38						
Jun-03	8.57%	3	35						
Jul-03	1.98%	1	51						
Aug-03	6.08%	4	66						
Sep-03	5.58%	3	54						
Oct-03	3.57%	2	56						

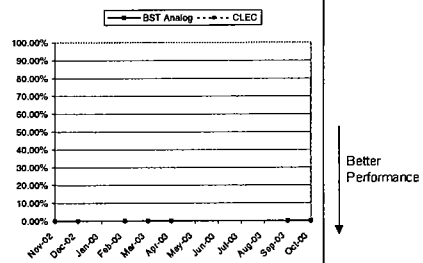
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



B.2.18.13.2.4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	2						
Dec-02	0.00%	0	4						
Jan-03									
Feb-03	0.00%	0	2						
Mar-03	0.00%	0	1						
Apr-03	0.00%	0	1						
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03	0.00%	0	5						
Oct-03	0.00%	0	7						

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

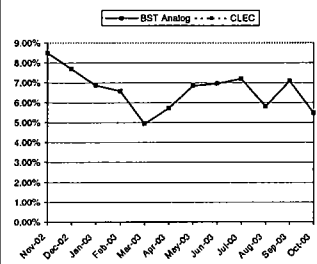


Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Missed Installation Appointments  
(% of Installation Order Appointments Missed)

Numerator Indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume Indicates total orders for this disaggregation completed in the reporting period.

B.2.18.15.1.1 Other Non-Design/<10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	6.50%	861	10,127						
Dec-02	7.69%	852	11,078						
Jan-03	6.87%	879	12,788						
Feb-03	6.58%	781	11,875						
Mar-03	4.94%	597	12,088						
Apr-03	5.72%	684	11,956						
May-03	6.84%	714	10,443						
Jun-03	6.06%	814	11,702						
Jul-03	7.20%	866	12,034						
Aug-03	5.81%	723	12,452						
Sep-03	7.08%	805	11,378						
Oct-03	5.47%	649	11,854						

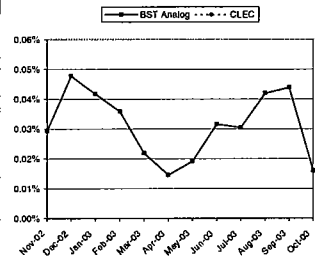


Better  
Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.18.15.1.2 Other Non-Design/<10 circuits/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.03%	68	232,556						
Dec-02	0.05%	110	230,616						
Jan-03	0.04%	109	261,157						
Feb-03	0.04%	80	223,509						
Mar-03	0.02%	49	224,036						
Apr-03	0.01%	38	262,169						
May-03	0.02%	47	245,451						
Jun-03	0.03%	77	243,222						
Jul-03	0.03%	72	236,619						
Aug-03	0.04%	104	247,730						
Sep-03	0.04%	103	234,604						
Oct-03	0.02%	38	239,430						

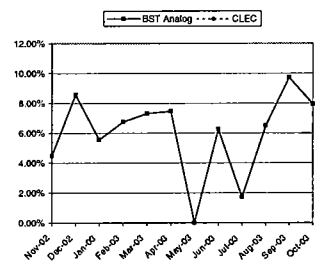


Better  
Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.18.15.2.1 Other Non-Design/>=10 circuits/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	4.48%	3	67						
Dec-02	8.57%	6	70						
Jan-03	5.58%	4	72						
Feb-03	6.76%	5	74						
Mar-03	7.32%	6	82						
Apr-03	7.48%	5	67						
May-03	0.00%	0	44						
Jun-03	6.25%	3	48						
Jul-03	1.72%	1	58						
Aug-03	6.49%	5	77						
Sep-03	9.72%	7	72						
Oct-03	7.94%	5	63						

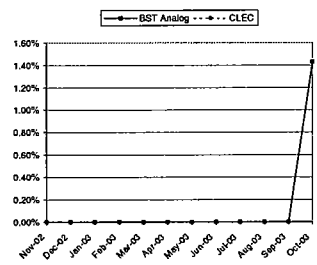


Better  
Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.18.15.2.2 Other Non-Design/>=10 circuits/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	74						
Dec-02	0.00%	0	70						
Jan-03	0.00%	0	66						
Feb-03	0.00%	0	66						
Mar-03	0.00%	0	63						
Apr-03	0.00%	0	60						
May-03	0.00%	0	72						
Jun-03	0.00%	0	59						
Jul-03	0.00%	0	98						
Aug-03	0.00%	0	125						
Sep-03	0.00%	0	88						
Oct-03	1.43%	1	70						



Better  
Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'



Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Order Completion Interval

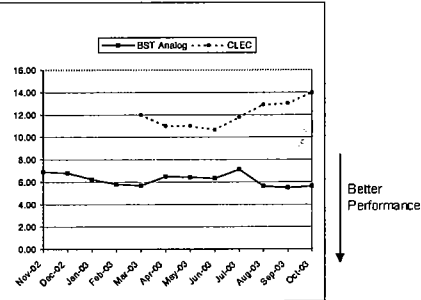
(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.4.1.1 EELs/<10 circuits/Dispatch/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	6.90	66,018	9,564				8.850		
Dec-02	6.81	71,456	10,499				9.637		
Jan-03	6.23	76,065	12,204				8.636		
Feb-03	5.79	65,392	11,292				8.806		
Mar-03	5.89	62,423	10,971	12.00	36	3	7.353	-1.4862	YES
Apr-03	6.47	71,760	11,086	11.00	99	9	9.301	-1.4596	YES
May-03	6.44	61,176	9,505	11.00	99	9	9.018	-1.5175	YES
Jun-03	6.31	65,386	10,361	10.67	192	18	7.766	-2.3776	NO
Jul-03	7.10	80,169	11,296	11.78	106	9	7.685	-1.8266	NO
Aug-03	5.81	59,087	10,530	12.90	529	41	5.746	-8.1087	NO
Sep-03	5.48	52,719	9,617	13.03	456	35	5.248	-8.4922	NO
Oct-03	5.61	57,916	10,331	13.97	531	38	7.113	-7.2388	NO

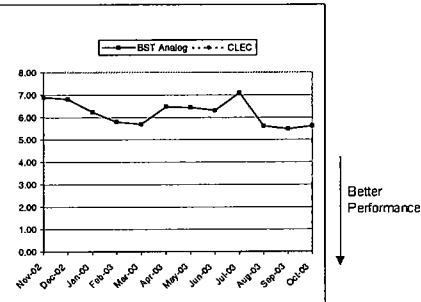
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



B.2.1.4.1.4 EELs/<10 circuits/Dispatch In/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	6.90	66,018	9,564				8.850		
Dec-02	6.81	71,456	10,499				9.637		
Jan-03	6.23	76,065	12,204				8.636		
Feb-03	5.79	65,392	11,292				8.806		
Mar-03	5.89	62,423	10,971				7.353		
Apr-03	6.47	71,760	11,086				9.301		
May-03	6.44	61,176	9,505				9.018		
Jun-03	6.31	65,386	10,361				7.766		
Jul-03	7.10	80,169	11,296				7.685		
Aug-03	5.81	59,087	10,530				5.746		
Sep-03	5.48	52,719	9,617				5.248		
Oct-03	5.61	57,916	10,331				7.113		

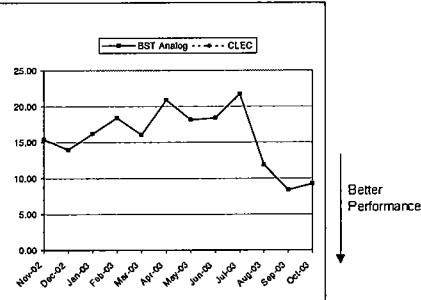
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



B.2.1.4.2.1 EELs/>=10 circuits/Dispatch/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	15.42	1,866	121				14.541		
Dec-02	14.00	1,638	117				14.330		
Jan-03	16.20	2,041	126				28.390		
Feb-03	18.40	2,411	131				23.793		
Mar-03	16.02	2,179	136				15.779		
Apr-03	20.89	3,155	151				23.590		
May-03	18.14	1,252	69				26.207		
Jun-03	18.43	1,585	86				15.392		
Jul-03	21.74	2,435	112				17.520		
Aug-03	11.89	1,189	100				37.249		
Sep-03	8.38	620	74				6.562		
Oct-03	9.25	712	77				8.618		

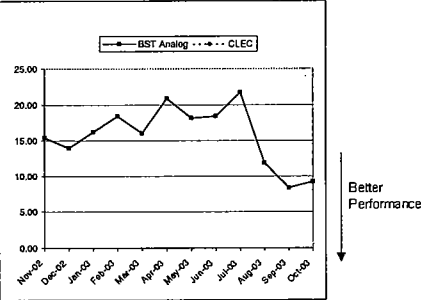
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



B.2.1.4.2.4 EELs/>=10 circuits/Dispatch In/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	15.42	1,866	121				14.541		
Dec-02	14.00	1,638	117				14.330		
Jan-03	16.20	2,041	126				28.390		
Feb-03	18.40	2,411	131				23.793		
Mar-03	16.02	2,179	136				15.779		
Apr-03	20.89	3,155	151				23.590		
May-03	18.14	1,252	69				26.207		
Jun-03	18.43	1,585	86				15.392		
Jul-03	21.74	2,435	112				17.520		
Aug-03	11.89	1,189	100				37.249		
Sep-03	8.38	620	74				6.562		
Oct-03	9.25	712	77				8.618		

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



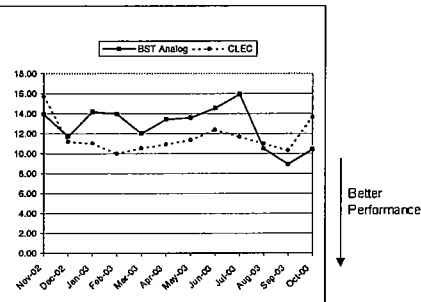
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(Interval Between Order Issuance and Completion)  
Numerator Indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.6.3.1 UNE ISDN/c6 circuits/Dispatch/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	13.94	753	54	15.70	157	10	10.896	-0.4680	YES
Dec-02	11.71	562	46	11.20	56	5	12.399	0.0872	YES
Jan-03	14.19	752	53	11.04	265	24	8.024	1.5940	YES
Feb-03	13.96	758	55	10.00	150	15	12.760	1.0664	YES
Mar-03	12.00	600	50	10.56	190	18	5.841	0.8996	YES
Apr-03	13.41	778	58	10.94	186	17	7.850	1.1385	YES
May-03	13.57	838	47	11.35	227	20	8.536	0.9761	YES
Jun-03	14.54	305	21	12.39	347	28	12.057	0.6168	YES
Jul-03	15.94	669	42	11.67	245	21	13.951	1.1451	YES
Aug-03	10.50	336	32	11.00	176	16	5.010	-0.3260	YES
Sep-03	8.94	285	33	10.33	93	9	5.942	-0.6238	YES
Oct-03	10.43	365	35	13.84	191	14	4.705	-2.1605	NO

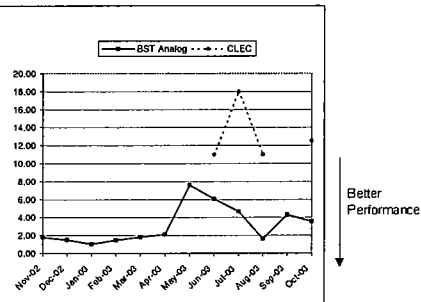
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.1.6.3.2 UNE ISDN/c6 circuits/Non-Dispatch/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.80	97	54				4.235		
Dec-02	1.49	86	58				2.641		
Jan-03	1.02	72	70				0.773		
Feb-03	1.46	102	70				3.287		
Mar-03	1.81	82	45				2.667		
Apr-03	2.11	112	53				4.712		
May-03	7.58	432	57				11.282		
Jun-03	6.06	248	41	11.00	33	3	6.552	-1.2613	YES
Jul-03	4.87	289	62	18.00	18	1	7.165	-1.8461	NO
Aug-03	1.81	90	56	11.00	11	1	2.958	-3.1470	NO
Sep-03	4.30	245	57				6.327		
Oct-03	3.56	178	50	12.50	25	2	4.942	-2.5084	NO

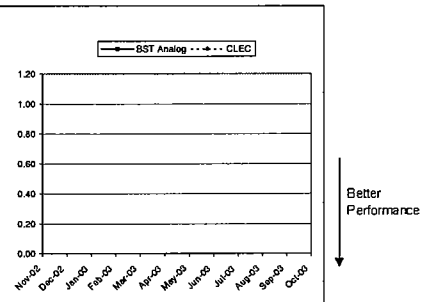
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.1.6.4.1 UNE ISDN/6-13 circuits/Dispatch/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

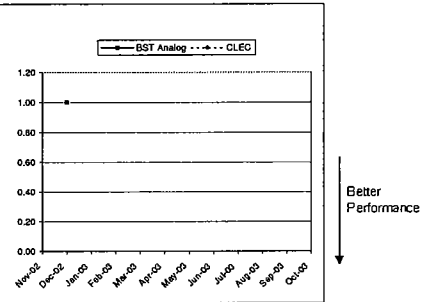
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.1.6.4.2 UNE ISDN/6-13 circuits/Non-Dispatch/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	1.00	1	1				0.000		
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

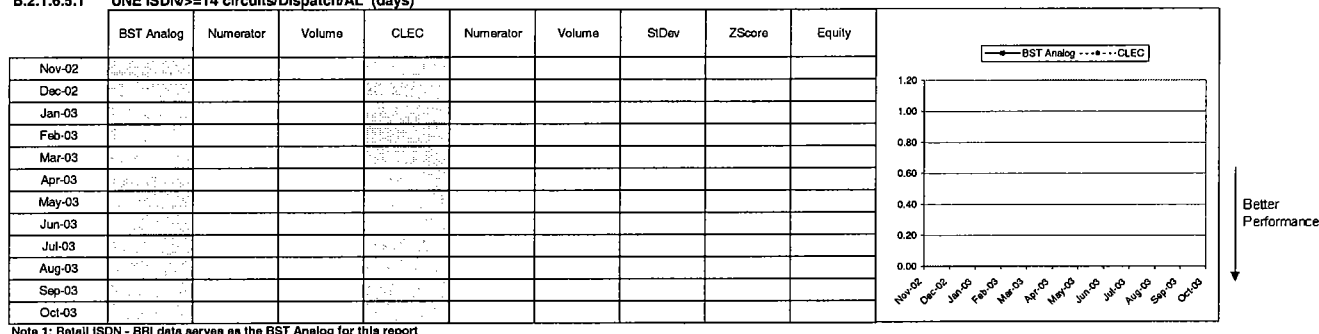


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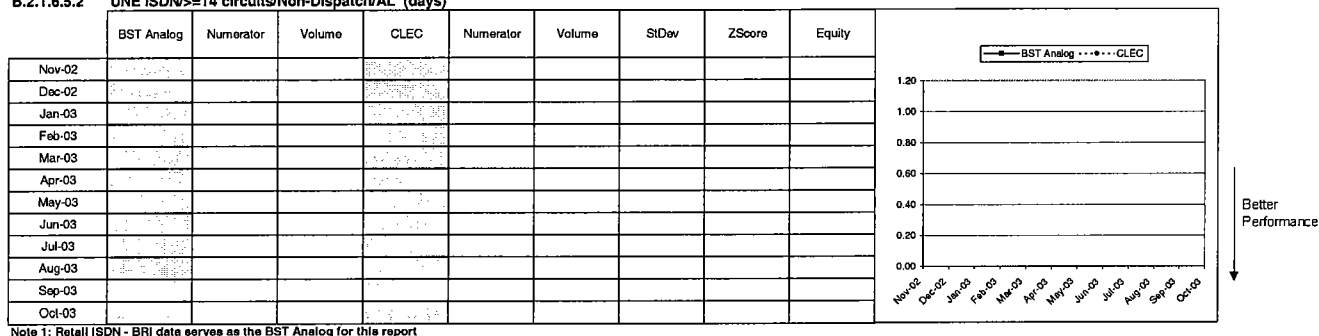
(Interval Between Order Issuance and Completion)

Numerator Indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume Indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.6.5.1 UNE ISDN >= 14 circuits/Dispatch/AL (days)



B.2.1.6.5.2 UNE ISDN >= 14 circuits/Non-Dispatch/AL (days)



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(Interval Between Order Issuance and Completion)

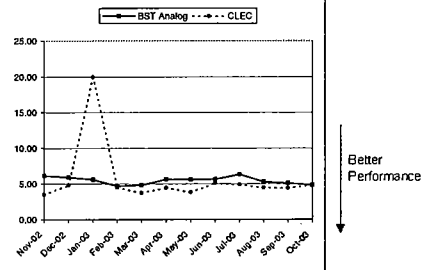
Numerator Indicates total of order completion intervals for this disaggregation in the reporting period.

Volume Indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.8.1.1 2W Analog Loop Design/<10 circuits/Dispatch/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.15	55,600	9,042	3.56	32	9	7.242	1.0739	YES
Dec-02	5.93	58,764	9,905	4.83	29	6	6.968	0.3663	YES
Jan-03	5.58	64,782	11,603	20.00	380	19	7.177	-8.7486	NO
Feb-03	4.71	49,521	10,516	4.55	50	11	5.455	0.0995	YES
Mar-03	4.85	49,945	10,305	3.78	34	9	5.200	0.6164	YES
Apr-03	5.63	58,518	10,400	4.50	63	14	7.478	0.5634	YES
May-03	5.62	50,415	8,970	3.86	27	7	6.695	0.6965	YES
Jun-03	5.66	55,824	9,868	5.13	41	8	5.765	0.2610	YES
Jul-03	6.31	67,408	10,690	4.92	59	12	6.272	0.7668	YES
Aug-03	5.30	54,085	10,196	4.50	36	8	5.160	0.4408	YES
Sep-03	5.10	47,447	9,304	4.42	53	12	4.198	0.5633	YES
Oct-03	4.82	47,009	9,758	4.88	83	17	5.524	-0.0483	YES

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

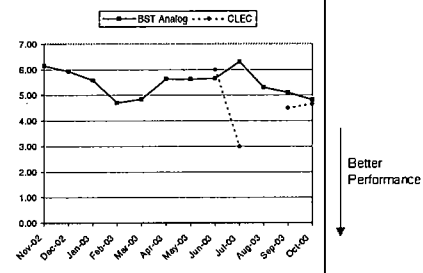


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B.2.1.8.1.2 2W Analog Loop Design/<10 circuits/Non-Dispatch/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	6.15	55,600	9,042				7.242		
Dec-02	5.93	58,764	9,905				6.968		
Jan-03	5.58	64,782	11,603				7.177		
Feb-03	4.71	49,521	10,516				5.455		
Mar-03	4.85	49,945	10,305				5.200		
Apr-03	5.63	58,518	10,400				7.478		
May-03	5.62	50,415	8,970				6.695		
Jun-03	5.66	55,824	9,868	6.00	6	1	5.765	-0.0595	YES
Jul-03	6.31	67,408	10,690	3.00	3	1	6.272	0.5271	YES
Aug-03	5.30	54,085	10,196				5.160		
Sep-03	5.10	47,447	9,304	4.50	9	2	4.198	0.2020	YES
Oct-03	4.82	47,009	9,758	4.67	14	3	5.524	0.0473	YES

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

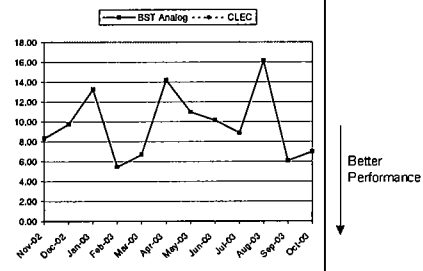


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B.2.1.8.2.1 2W Analog Loop Design/>=10 circuits/Dispatch/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.32	533	64				9.324		
Dec-02	9.75	644	66				15.668		
Jan-03	13.26	862	65				37.068		
Feb-03	5.45	360	66				5.389		
Mar-03	6.69	468	70				6.519		
Apr-03	14.21	867	61				29.771		
May-03	10.98	439	40				27.439		
Jun-03	10.12	435	43				10.170		
Jul-03	8.88	453	51				11.505		
Aug-03	16.14	791	49				52.443		
Sep-03	6.07	328	54				4.304		
Oct-03	6.96	313	45				9.033		

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

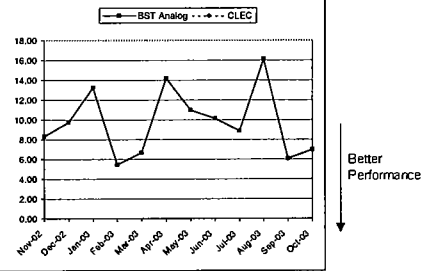


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B.2.1.8.2.2 2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.32	533	64				9.324		
Dec-02	9.75	844	66				15.668		
Jan-03	13.26	862	65				37.068		
Feb-03	5.45	360	66				5.389		
Mar-03	6.69	468	70				6.519		
Apr-03	14.21	867	61				29.771		
May-03	10.98	439	40				27.439		
Jun-03	10.12	435	43				10.170		
Jul-03	8.88	453	51				11.505		
Aug-03	16.14	791	49				52.443		
Sep-03	6.07	328	54				4.304		
Oct-03	6.96	313	45				9.033		

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



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Unbundled Network Elements - Provisioning  
Order Completion Interval

(Interval Between Order Issuance and Completion)

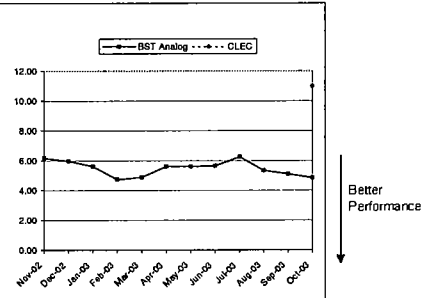
Numerator Indicates total of order completion intervals for this disaggregation in the reporting period.

Volume Indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.9.1.1 2W Analog Loop Non-Design<10 circuits/Dispatch/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	6.18	54,835	8,875				7.274		
Dec-02	5.97	58,287	9,765				6.991		
Jan-03	5.61	63,766	11,364				7.198		
Feb-03	4.74	48,755	10,287				5.455		
Mar-03	4.88	48,719	9,988				5.219		
Apr-03	5.61	56,725	10,109				7.439		
May-03	5.60	49,165	8,776				6.676		
Jun-03	5.65	54,694	9,676				5.662		
Jul-03	6.27	65,670	10,481				6.183		
Aug-03	5.33	53,409	10,021				5.177		
Sep-03	5.09	46,408	9,120				4.173		
Oct-03	4.84	46,682	9,653	11.00	11	1	5.544	-1.1117	YES

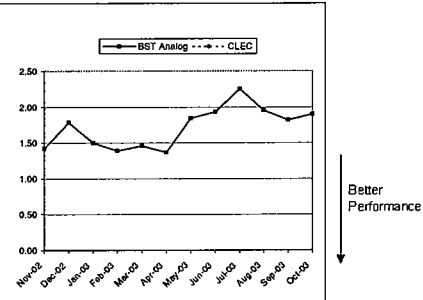
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



B.2.1.9.1.4 2W Analog Loop Non-Design<10 circuits/Dispatch In/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.42	126,411	89,025				1.635		
Dec-02	1.78	155,391	87,200				2.693		
Jan-03	1.50	155,615	103,812				1.275		
Feb-03	1.39	112,357	80,799				1.232		
Mar-03	1.46	115,542	79,228				1.737		
Apr-03	1.37	133,738	97,775				1.524		
May-03	1.84	56,847	30,712				2.752		
Jun-03	1.93	59,532	30,840				2.690		
Jul-03	2.25	76,359	33,882				2.812		
Aug-03	1.95	65,089	33,335				2.526		
Sep-03	1.82	54,910	30,179				2.497		
Oct-03	1.90	58,691	30,929				3.429		

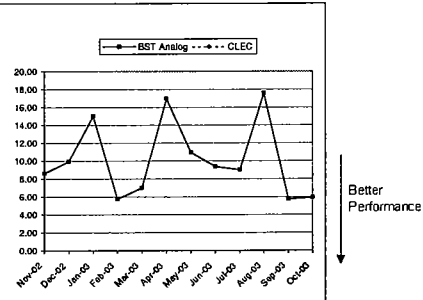
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



B.2.1.9.2.1 2W Analog Loop Non-Design>=10 circuits/Dispatch/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.62	465	54				9.611		
Dec-02	9.93	576	56				15.774		
Jan-03	15.01	765	51				41.617		
Feb-03	5.74	310	54				5.637		
Mar-03	6.99	356	51				7.365		
Apr-03	16.94	779	46				33.726		
May-03	10.94	372	34				29.619		
Jun-03	9.34	299	32				9.852		
Jul-03	8.99	414	46				11.916		
Aug-03	17.56	755	43				55.903		
Sep-03	5.72	223	39				4.186		
Oct-03	5.90	242	41				5.039		

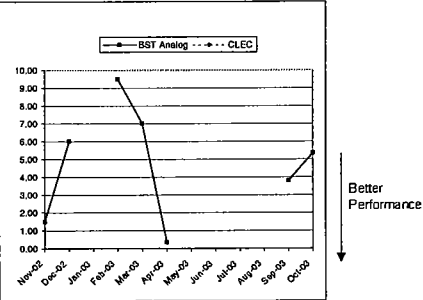
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



B.2.1.9.2.4 2W Analog Loop Non-Design>=10 circuits/Dispatch In/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.50	3	2				0.707		
Dec-02	6.00	12	2				7.071		
Jan-03									
Feb-03	9.50	19	2				3.536		
Mar-03	7.00	7	1				0.000		
Apr-03	0.33	0	1				0.000		
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03	3.80	19	5				1.643		
Oct-03	5.33	32	6				6.470		

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

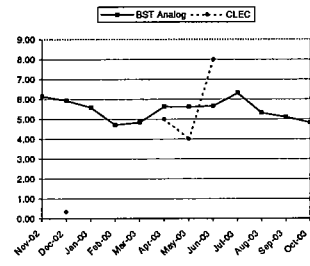


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Order Completion Interval  
(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.12.1.1 2W Analog Loop w/LNP Design<10 circuits/Dispatch/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	6.15	55,600	9,042				7.242		
Dec-02	5.93	58,764	9,905	0.33	0	1	6.968	0.8035	YES
Jan-03	5.58	64,782	11,603				7.177		
Feb-03	4.71	49,521	10,516				5.455		
Mar-03	4.85	49,945	10,305				5.200		
Apr-03	5.83	58,518	10,400	5.00	5	1	7.478	0.0838	YES
May-03	5.62	50,415	8,970	4.00	4	1	6.695	0.2420	YES
Jun-03	5.66	55,824	9,868	8.00	8	1	5.765	-0.4084	YES
Jul-03	6.31	67,408	10,690				6.272		
Aug-03	5.30	54,085	10,196				5.160		
Sep-03	5.10	47,447	9,304				4.198		
Oct-03	4.82	47,009	9,758				5.524		

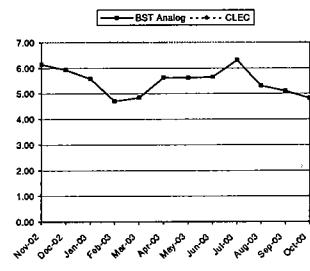


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Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.1.12.1.2 2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	6.15	55,600	9,042				7.242		
Dec-02	5.93	58,764	9,905				6.968		
Jan-03	5.58	64,782	11,603				7.177		
Feb-03	4.71	49,521	10,516				5.455		
Mar-03	4.85	49,945	10,305				5.200		
Apr-03	5.83	58,518	10,400				7.478		
May-03	5.62	50,415	8,970				6.695		
Jun-03	5.66	55,824	9,868				5.765		
Jul-03	6.31	67,408	10,690				6.272		
Aug-03	5.30	54,085	10,196				5.160		
Sep-03	5.10	47,447	9,304				4.198		
Oct-03	4.82	47,009	9,758				5.524		

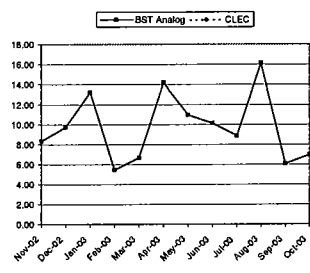


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.1.12.2.1 2W Analog Loop w/LNP Design>=10 circuits/Dispatch/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.32	533	64				9.324		
Dec-02	9.75	644	66				15.666		
Jan-03	13.26	862	65				37.068		
Feb-03	5.45	360	66				5.389		
Mar-03	6.69	468	70				6.519		
Apr-03	14.21	867	61				29.771		
May-03	10.98	439	40				27.439		
Jun-03	10.12	435	43				10.170		
Jul-03	8.88	453	51				11.505		
Aug-03	16.14	791	49				52.443		
Sep-03	6.07	328	54				4.304		
Oct-03	6.96	313	45				9.033		

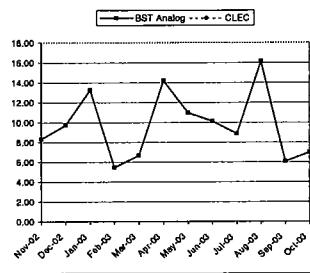


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.1.12.2.2 2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.32	533	64				9.324		
Dec-02	9.75	644	66				15.666		
Jan-03	13.26	862	65				37.068		
Feb-03	5.45	360	66				5.389		
Mar-03	6.69	468	70				6.519		
Apr-03	14.21	867	61				29.771		
May-03	10.98	439	40				27.439		
Jun-03	10.12	435	43				10.170		
Jul-03	8.88	453	51				11.505		
Aug-03	16.14	791	49				52.443		
Sep-03	6.07	328	54				4.304		
Oct-03	6.96	313	45				9.033		



Better Performance

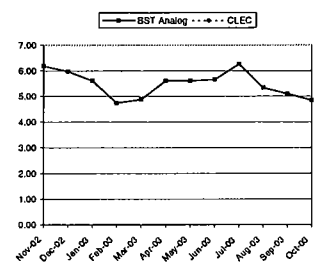
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Order Completion Interval

(Interval Between Order Issuance and Completion)  
Numerator Indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.13.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL (days)

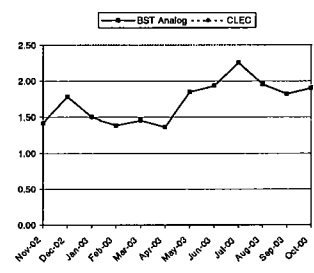
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	6.18	54,835	8,875				7.274		
Dec-02	5.87	58,287	9,765				6.991		
Jan-03	5.81	63,766	11,364				7.198		
Feb-03	4.74	48,755	10,287				5.455		
Mar-03	4.88	48,719	9,988				5.219		
Apr-03	5.61	56,725	10,109				7.439		
May-03	5.60	49,165	8,776				6.676		
Jun-03	5.85	54,694	9,676				5.662		
Jul-03	8.27	65,670	10,481				6.163		
Aug-03	5.33	53,409	10,021				5.177		
Sep-03	5.09	46,408	9,120				4.173		
Oct-03	4.84	46,682	9,653				5.544		



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.1.13.1.4 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/AL (days)

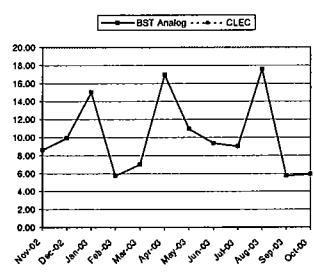
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.42	126,411	89,025				1.835		
Dec-02	1.78	155,391	87,200				2.693		
Jan-03	1.50	155,615	103,812				1.275		
Feb-03	1.39	112,357	80,799				1.232		
Mar-03	1.46	115,542	79,228				1.737		
Apr-03	1.37	133,738	97,775				1.524		
May-03	1.84	56,647	30,712				2.752		
Jun-03	1.93	59,532	30,840				2.690		
Jul-03	2.25	76,359	33,882				2.812		
Aug-03	1.95	65,069	33,335				2.526		
Sep-03	1.82	54,910	30,179				2.497		
Oct-03	1.90	58,691	30,929				3.429		



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.1.13.2.1 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL (days)

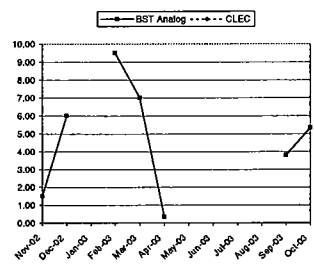
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.62	465	54				9.611		
Dec-02	9.83	576	58				15.774		
Jan-03	15.01	765	51				41.517		
Feb-03	5.74	310	54				5.637		
Mar-03	6.99	356	51				7.365		
Apr-03	16.94	779	46				33.728		
May-03	10.94	372	34				29.619		
Jun-03	6.34	299	32				9.852		
Jul-03	6.99	414	46				11.916		
Aug-03	17.56	755	43				55.903		
Sep-03	5.72	223	39				4.186		
Oct-03	5.90	242	41				5.039		



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.1.13.2.4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.50	3	2				0.707		
Dec-02	9.00	12	2				7.071		
Jan-03									
Feb-03	9.50	19	2				3.536		
Mar-03	7.00	7	1				0.000		
Apr-03	0.33	0	1				0.000		
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03	3.80	19	5				1.643		
Oct-03	5.33	32	6				6.470		



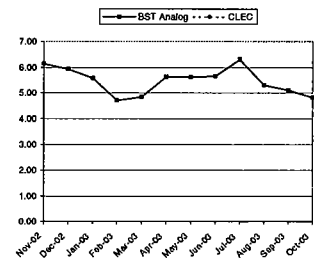
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Order Completion Interval

(Interval Between Order Issuance and Completion)  
Numerator indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.15.1.1 UCL-ND/<10 circuits/Dispatch/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.15	55,600	9,042				7.242		
Dec-02	5.93	58,784	9,905				6.968		
Jan-03	5.58	64,782	11,603				7.177		
Feb-03	4.71	49,521	10,516				5.455		
Mar-03	4.85	49,945	10,305				5.200		
Apr-03	5.63	58,518	10,400				7.478		
May-03	5.62	50,415	8,970				6.695		
Jun-03	5.86	55,824	9,888				5.765		
Jul-03	6.31	67,408	10,690				6.272		
Aug-03	5.30	54,085	10,196				5.160		
Sep-03	5.10	47,447	9,304				4.198		
Oct-03	4.82	47,009	9,758				5.524		



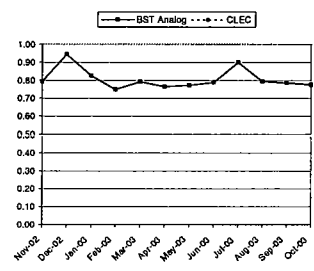
Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.1.15.1.2 UCL-ND/<10 circuits/Non-Dispatch/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.79	168,172	211,611				1.321		
Dec-02	0.94	196,717	208,224				1.899		
Jan-03	0.83	205,505	248,837				1.065		
Feb-03	0.75	155,768	207,891				0.978		
Mar-03	0.79	161,382	203,724				1.241		
Apr-03	0.76	180,896	236,353				1.148		
May-03	0.77	172,328	223,065				1.224		
Jun-03	0.79	173,484	220,044				1.284		
Jul-03	0.90	193,881	215,332				1.413		
Aug-03	0.79	179,154	225,846				1.186		
Sep-03	0.79	171,370	217,973				1.121		
Oct-03	0.78	175,277	225,822				1.423		



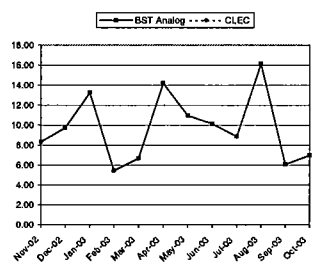
Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.1.15.2.1 UCL-ND/>=10 circuits/Dispatch/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.32	533	64				9.324		
Dec-02	9.75	644	66				15.888		
Jan-03	13.26	862	65				37.068		
Feb-03	5.45	360	66				5.369		
Mar-03	6.69	468	70				6.519		
Apr-03	14.21	867	61				29.771		
May-03	10.98	439	40				27.439		
Jun-03	10.12	435	43				10.170		
Jul-03	8.88	453	51				11.505		
Aug-03	16.14	791	49				52.443		
Sep-03	6.07	328	54				4.304		
Oct-03	6.96	313	45				9.033		



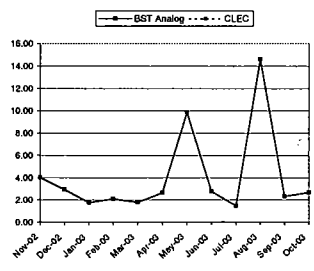
Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.1.15.2.2 UCL-ND/>=10 circuits/Non-Dispatch/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	4.01	297	74				9.928		
Dec-02	2.93	198	67				3.335		
Jan-03	1.75	116	66				3.847		
Feb-03	2.08	137	66				2.621		
Mar-03	1.78	112	63				1.917		
Apr-03	2.85	159	60				5.162		
May-03	9.87	701	71				8.833		
Jun-03	2.75	162	59				3.671		
Jul-03	1.46	143	98				2.151		
Aug-03	14.80	1,781	122				16.480		
Sep-03	2.33	198	85				4.270		
Oct-03	2.66	167	63				4.113		



Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

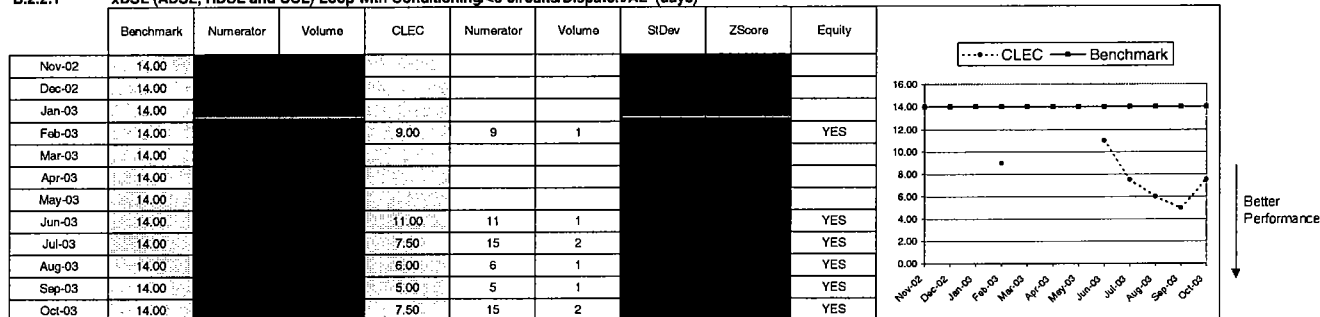


Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Order Completion Interval within X days  
(Interval Between Order Issuance and Completion)

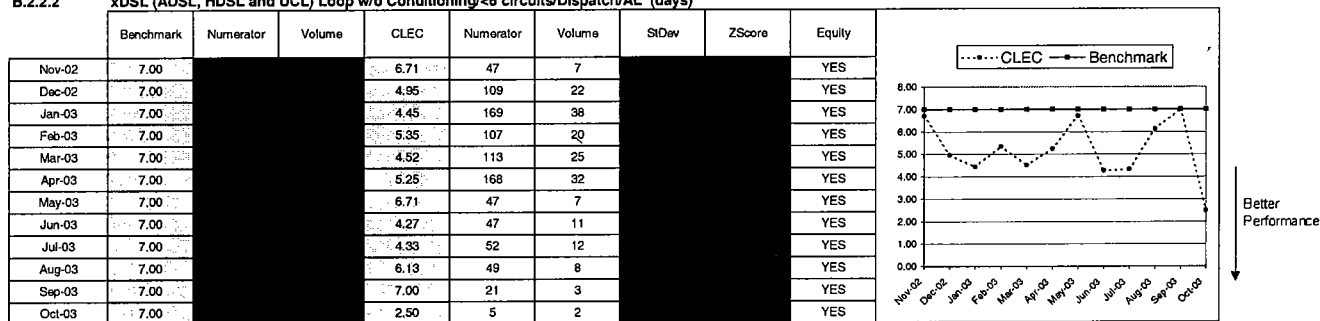
Numerator indicates total of order completion intervals in the reporting period.

Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.2.1 xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/AL (days)



B.2.2.2 xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/AL (days)



Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Completion Notice Interval - Mechanized

(Interval between Order Completion and Completion Notice Release to CLEC/BST)

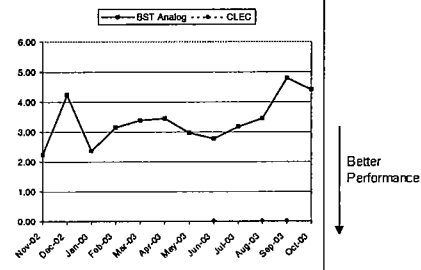
Numerator Indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume Indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.21.4.1.1 EELs/<10 circuits/Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.24	23,775	10,618				14.834		
Dec-02	4.24	49,333	11,631				25.936		
Jan-03	2.37	30,771	12,987				15.414		
Feb-03	3.15	40,293	12,811				22.240		
Mar-03	3.38	43,720	12,926				28.355		
Apr-03	3.45	44,054	12,779				26.313		
May-03	2.97	32,839	11,049				20.785		
Jun-03	2.78	33,912	12,205	0.02	0	1	17.114	0.1614	YES
Jul-03	3.18	40,172	12,649				21.276		
Aug-03	3.45	44,750	12,967	0.02	0	1	26.381	0.1302	YES
Sep-03	4.80	57,324	11,942	0.02	0	1	45.846	0.1043	YES
Oct-03	4.40	56,049	12,725				32.083		

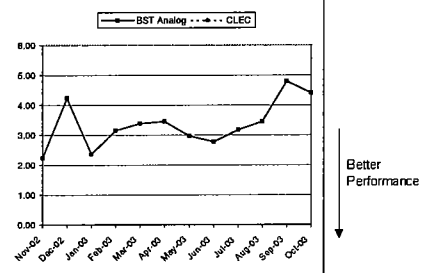
Note 1: Retail Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



B.2.21.4.1.4 EELs/<10 circuits/Dispatch In/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.24	23,775	10,618				14.834		
Dec-02	4.24	49,333	11,631				25.936		
Jan-03	2.37	30,771	12,987				15.414		
Feb-03	3.15	40,293	12,811				22.240		
Mar-03	3.38	43,720	12,926				28.355		
Apr-03	3.45	44,054	12,779				26.313		
May-03	2.97	32,839	11,049				20.785		
Jun-03	2.78	33,912	12,205				17.114		
Jul-03	3.18	40,172	12,649				21.276		
Aug-03	3.45	44,750	12,967				26.381		
Sep-03	4.80	57,324	11,942				45.846		
Oct-03	4.40	56,049	12,725				32.083		

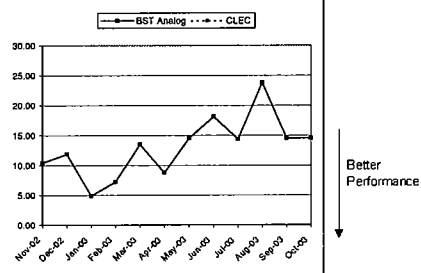
Note 1: Retail Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



B.2.21.4.2.1 EELs/>=10 circuits/Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.41	1,322	127				34.442		
Dec-02	11.87	1,685	142				46.415		
Jan-03	4.89	690	141				21.431		
Feb-03	7.28	1,114	153				34.443		
Mar-03	13.52	2,271	168				56.077		
Apr-03	8.78	1,546	176				26.186		
May-03	14.54	1,105	76				42.494		
Jun-03	18.13	1,668	92				43.199		
Jul-03	14.36	1,752	122				63.826		
Aug-03	23.83	3,528	148				58.205		
Sep-03	14.53	1,569	108				45.319		
Oct-03	14.49	1,971	136				54.669		

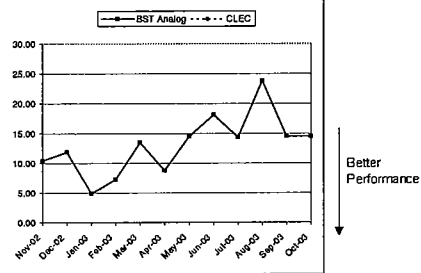
Note 1: Retail Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



B.2.21.4.2.4 EELs/>=10 circuits/Dispatch In/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.41	1,322	127				34.442		
Dec-02	11.87	1,685	142				46.415		
Jan-03	4.89	690	141				21.431		
Feb-03	7.28	1,114	153				34.443		
Mar-03	13.52	2,271	168				56.077		
Apr-03	8.78	1,546	176				26.186		
May-03	14.54	1,105	76				42.494		
Jun-03	18.13	1,668	92				43.199		
Jul-03	14.36	1,752	122				63.826		
Aug-03	23.83	3,528	148				58.205		
Sep-03	14.53	1,569	108				45.319		
Oct-03	14.49	1,971	136				54.669		

Note 1: Retail Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Completion Notice Interval - Mechanized

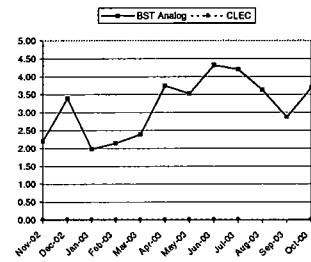
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.21.5.1.1 xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.20	2,448	1,113	0.02	0	17	14.759	0.6051	YES
Dec-02	3.40	5,279	1,554	0.02	0	20	16.971	0.8851	YES
Jan-03	1.98	3,325	1,679	0.02	1	40	11.207	1.0951	YES
Feb-03	2.14	3,038	1,421	0.02	0	26	11.215	0.9556	YES
Mar-03	2.38	3,511	1,475	0.02	0	23	13.728	0.8190	YES
Apr-03	3.75	6,419	1,713	0.02	1	47	17.972	1.4039	YES
May-03	3.52	6,308	1,791	0.02	0	3	19.318	0.3140	YES
Jun-03	4.32	8,322	1,927	0.02	0	3	26.705	0.2788	YES
Jul-03	4.21	8,537	2,030	0.02	0	2	30.452	0.1944	YES
Aug-03	3.62	8,860	2,448				17.838		
Sep-03	2.87	6,237	2,176				16.471		
Oct-03	3.69	8,635	2,344	0.02	0	1	20.117	0.1822	YES

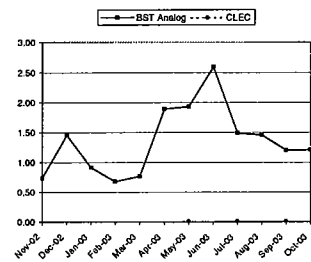


Better  
Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.21.5.1.2 xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.74	1,184	1,607				3.682		
Dec-02	1.46	3,587	2,459				11.022		
Jan-03	0.92	2,183	2,381				4.780		
Feb-03	0.88	1,515	2,234				2.744		
Mar-03	0.77	1,841	2,389				3.687		
Apr-03	1.89	4,364	2,308				23.490		
May-03	1.93	4,820	2,494	0.02	0	1	15.249	0.1256	YES
Jun-03	2.58	6,563	2,529				23.510		
Jul-03	1.49	4,141	2,776	0.02	0	1	11.307	0.1304	YES
Aug-03	1.46	5,334	3,656				12.887		
Sep-03	1.21	3,506	2,905	0.02	0	1	12.330	0.0965	YES
Oct-03	1.21	3,774	3,125				13.014		

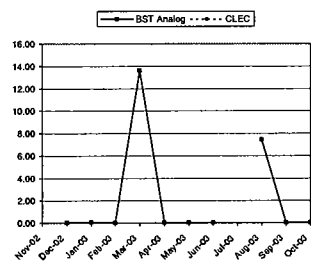


Better  
Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.21.5.2.1 xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.02	0	1				0.000		
Jan-03	0.08	0	3				0.067		
Feb-03	0.02	0	1				0.000		
Mar-03	13.83	41	3				23.585		
Apr-03	0.02	0	1				0.000		
May-03	0.02	0	1				0.000		
Jun-03	0.02	0	1				0.000		
Jul-03									
Aug-03	7.43	22	3				12.646		
Sep-03	0.02	0	1				0.000		
Oct-03	0.02	0	2				0.000		

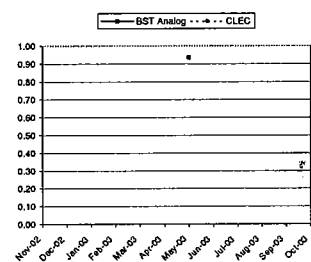


Better  
Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.21.5.2.2 xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03	0.93	1	1				0.000		
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									



Better  
Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Completion Notice Interval - Mechanized

(Interval between Order Completion and Completion Notice Release to CLEC/BST)

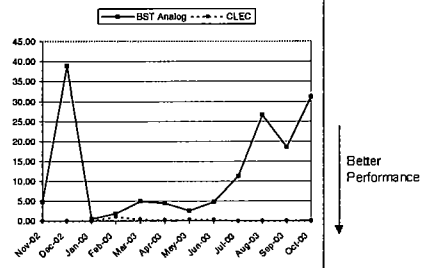
Numerator Indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume Indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.21.6.1.1 UNE ISDN/<10 circuits/Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	4.80	254	53	0.02	0	10	24.767	0.5597	YES
Dec-02	38.91	2,101	54	0.02	0	11	82.753	1.4208	YES
Jan-03	0.45	28	63	0.02	1	30	1.557	1.2443	YES
Feb-03	1.86	134	72	1.02	18	18	14.450	0.2207	YES
Mar-03	4.93	301	61	0.41	9	22	21.697	0.8376	YES
Apr-03	4.45	290	65	0.23	5	23	19.291	0.9032	YES
May-03	2.56	130	51	0.32	8	24	10.936	0.8251	YES
Jun-03	4.76	105	22	0.32	9	29	14.205	1.1074	YES
Jul-03	11.31	498	44	0.02	0	22	44.879	0.9635	YES
Aug-03	26.58	957	38	0.02	0	23	125.641	0.7920	YES
Sep-03	18.59	874	47	0.02	0	10	56.715	0.9401	YES
Oct-03	31.21	1,405	45	0.02	0	12	125.772	0.7634	YES

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

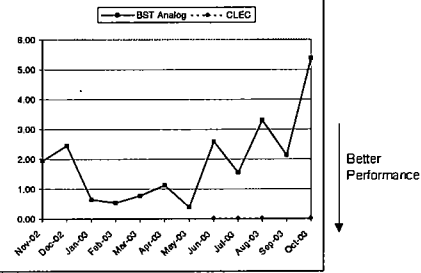


Better Performance

B.2.21.6.1.2 UNE ISDN/<10 circuits/Non-Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.94	136	70				10.777		
Dec-02	2.45	189	77				10.258		
Jan-03	0.84	62	96				1.073		
Feb-03	0.54	48	90				0.777		
Mar-03	0.78	50	84				2.123		
Apr-03	1.13	96	85				3.821		
May-03	0.39	30	76				0.313		
Jun-03	2.80	151	58	0.02	0	3	11.637	0.3744	YES
Jul-03	1.54	133	86	0.02	0	1	9.356	0.1623	YES
Aug-03	3.30	287	87	0.02	0	1	15.718	0.2076	YES
Sep-03	2.13	171	80				10.422		
Oct-03	5.38	436	81	0.02	0	3	30.511	0.2991	YES

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

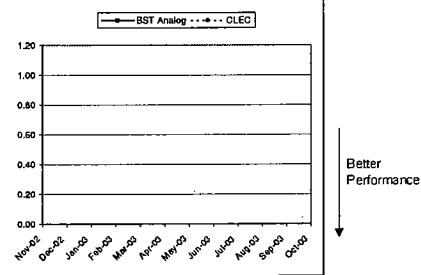


Better Performance

B.2.21.6.2.1 UNE ISDN/>=10 circuits/Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

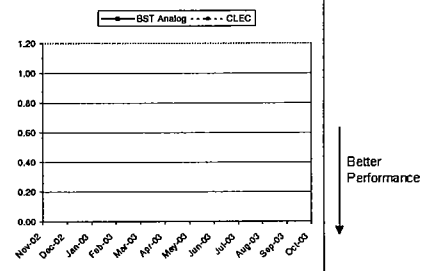


Better Performance

B.2.21.6.2.2 UNE ISDN/>=10 circuits/Non-Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



Better Performance

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Completion Notice Interval - Mechanized

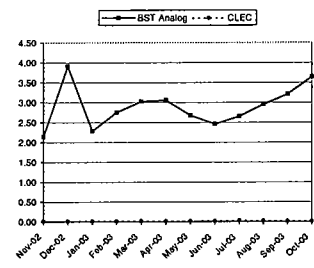
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.21.8.1.1 2W Analog Loop Design/<10 circuits/Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.15	21,654	10,088	0.02	0	12	14.782	0.4988	YES
Dec-02	3.91	43,122	11,029	0.02	0	10	25.021	0.4918	YES
Jan-03	2.28	28,237	12,374	0.02	0	28	15.186	0.7884	YES
Feb-03	2.75	32,928	11,967	0.02	0	21	19.292	0.6481	YES
Mar-03	3.02	36,780	12,167	0.02	0	9	26.989	0.3340	YES
Apr-03	3.05	36,720	12,023	0.02	0	18	25.406	0.4779	YES
May-03	2.68	28,072	10,478	0.02	0	7	18.830	0.3740	YES
Jun-03	2.46	28,808	11,702	0.02	0	9	15.519	0.4718	YES
Jul-03	2.66	31,973	12,034	0.03	0	15	16.960	0.5992	YES
Aug-03	2.95	36,733	12,452	0.02	0	7	23.253	0.3331	YES
Sep-03	3.21	36,507	11,377	0.02	0	13	18.992	0.6057	YES
Oct-03	3.64	43,190	11,854	0.02	0	18	26.876	0.5720	YES

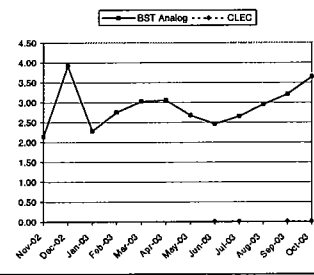


Better Performance

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

B.2.21.8.1.2 2W Analog Loop Design/<10 circuits/Non-Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.15	21,654	10,088				14.782		
Dec-02	3.91	43,122	11,029				25.021		
Jan-03	2.28	28,237	12,374				15.186		
Feb-03	2.75	32,928	11,967				19.292		
Mar-03	3.02	36,780	12,167				26.989		
Apr-03	3.05	36,720	12,023				25.406		
May-03	2.68	28,072	10,478				18.830		
Jun-03	2.46	28,808	11,702	0.02	0	2	15.519	0.2228	YES
Jul-03	2.66	31,973	12,034	0.02	0	1	16.960	0.1557	YES
Aug-03	2.95	36,733	12,452				23.253		
Sep-03	3.21	36,507	11,377	0.02	0	3	18.992	0.2911	YES
Oct-03	3.64	43,190	11,854	0.02	0	3	26.876	0.2337	YES

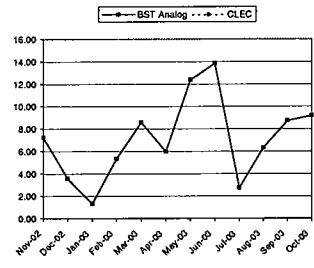


Better Performance

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

B.2.21.8.2.1 2W Analog Loop Design/>=10 circuits/Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	7.24	485	67				31.350		
Dec-02	3.55	245	89				11.660		
Jan-03	1.32	91	69				4.087		
Feb-03	5.32	399	75				20.467		
Mar-03	8.59	713	83				22.666		
Apr-03	5.97	400	67				16.584		
May-03	12.37	557	45				40.954		
Jun-03	13.86	665	48				33.989		
Jul-03	2.73	158	58				10.288		
Aug-03	8.31	486	77				26.404		
Sep-03	8.72	628	72				26.290		
Oct-03	9.16	577	63				37.471		

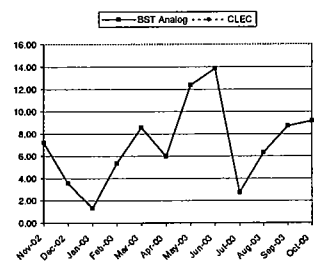


Better Performance

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

B.2.21.8.2.2 2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	7.24	485	67				31.350		
Dec-02	3.55	245	69				11.660		
Jan-03	1.32	91	69				4.087		
Feb-03	5.32	399	75				20.467		
Mar-03	8.59	713	83				22.666		
Apr-03	5.97	400	67				16.584		
May-03	12.37	557	45				40.954		
Jun-03	13.86	665	48				33.989		
Jul-03	2.73	158	58				10.288		
Aug-03	8.31	486	77				26.404		
Sep-03	8.72	628	72				26.290		
Oct-03	9.16	577	63				37.471		



Better Performance

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Completion Notice Interval - Mechanized

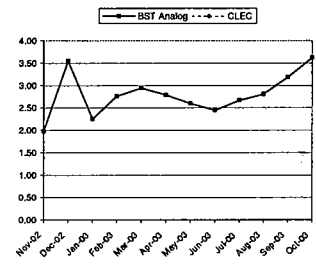
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.21.9.1.1 2W Analog Loop Non-Design<10 circuits/Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.98	19,822	9,913				14.095		
Dec-02	3.55	38,634	10,882				23.782		
Jan-03	2.25	27,242	12,121				15.174		
Feb-03	2.78	32,327	11,711				18.429		
Mar-03	2.94	34,789	11,837				26.660		
Apr-03	2.79	32,612	11,698				20.892		
May-03	2.60	26,838	10,256				18.330		
Jun-03	2.45	28,113	11,491				15.527		
Jul-03	2.67	31,504	11,807				17.029		
Aug-03	2.80	34,278	12,236				21.691		
Sep-03	3.16	35,482	11,147				18.967		
Oct-03	3.62	42,373	11,714				26.625		

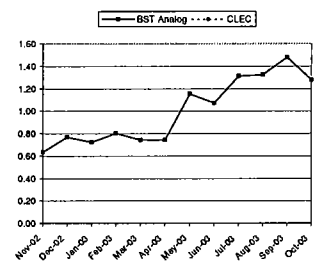


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.21.9.1.4 2W Analog Loop Non-Design<10 circuits/Dispatch In/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.83	69,522	109,739				4.847		
Dec-02	0.77	83,954	109,344				9.105		
Jan-03	0.72	83,708	115,628				5.378		
Feb-03	0.80	77,403	96,354				7.020		
Mar-03	0.74	73,796	99,401				6.964		
Apr-03	0.74	81,796	123,466				5.461		
May-03	1.15	61,084	53,029				10.249		
Jun-03	1.07	57,850	53,908				5.808		
Jul-03	1.31	72,383	55,061				11.356		
Aug-03	1.32	72,902	55,059				9.081		
Sep-03	1.48	69,080	46,688				13.467		
Oct-03	1.28	56,763	44,390				11.043		

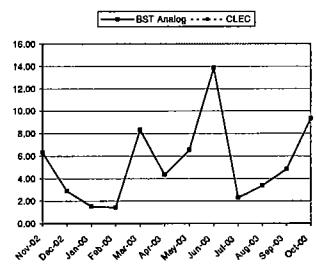


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.21.9.2.1 2W Analog Loop Non-Design>=10 circuits/Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.30	359	57				30.075		
Dec-02	2.91	177	61				10.787		
Jan-03	1.53	84	55				4.543		
Feb-03	1.43	89	62				5.760		
Mar-03	8.32	524	63				22.930		
Apr-03	4.32	221	51				13.518		
May-03	6.53	255	39				26.974		
Jun-03	13.86	485	35				30.422		
Jul-03	2.29	117	51				10.199		
Aug-03	3.36	222	66				14.183		
Sep-03	4.81	280	54				17.777		
Oct-03	8.31	522	56				39.559		

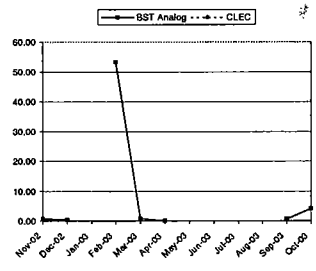


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.21.9.2.4 2W Analog Loop Non-Design>=10 circuits/Dispatch In/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.70	1	2				0.024		
Dec-02	0.47	2	4				0.332		
Jan-03									
Feb-03	53.32	107	2				48.531		
Mar-03	0.83	1	1				0.000		
Apr-03	0.12	0	1				0.000		
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03	0.66	3	5				0.396		
Oct-03	4.16	29	7				8.503		



Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Completion Notice Interval - Mechanized

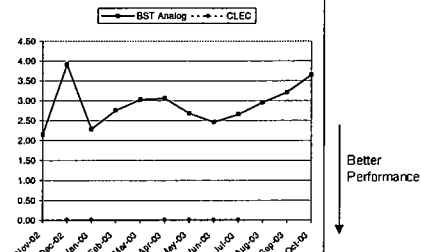
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator Indicates total of completion notice Intervals for this disaggregation in the reporting period.

Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.21.12.1.1 2W Analog Loop w/LNP Design<10 circuits/Dispatch/AL (hours)

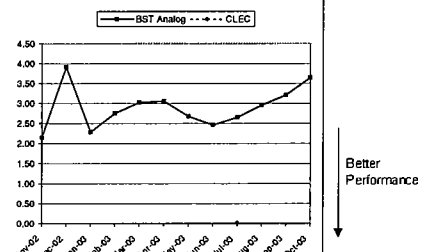
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	2.15	21,654	10,088				14.782		
Dec-02	3.91	43,122	11,029	0.02	0	1	25.021	0.1556	YES
Jan-03	2.28	28,237	12,374	0.02	0	10	15.186	0.4715	YES
Feb-03	2.75	32,928	11,967				19.292		
Mar-03	3.02	36,780	12,167				26.989		
Apr-03	3.05	36,720	12,023	0.02	0	3	25.406	0.2071	YES
May-03	2.68	28,072	10,478	0.02	0	1	18.830	0.1414	YES
Jun-03	2.46	28,808	11,702	0.02	0	1	15.519	0.1576	YES
Jul-03	2.66	31,973	12,034	0.02	0	1	16.960	0.1557	YES
Aug-03	2.95	36,733	12,452				23.253		
Sep-03	3.21	36,507	11,377				18.992		
Oct-03	3.64	43,190	11,854				26.876		



Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

B.2.21.12.1.2 2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/AL (hours)

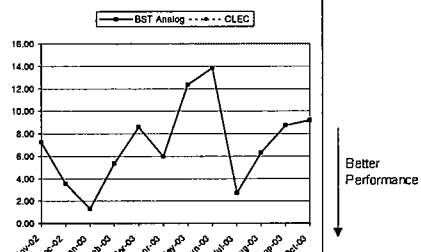
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	2.15	21,654	10,088				14.782		
Dec-02	3.91	43,122	11,029				25.021		
Jan-03	2.28	28,237	12,374				15.186		
Feb-03	2.75	32,928	11,967				19.292		
Mar-03	3.02	36,780	12,167				26.989		
Apr-03	3.05	36,720	12,023				25.406		
May-03	2.68	28,072	10,478				18.830		
Jun-03	2.46	28,808	11,702				15.519		
Jul-03	2.66	31,973	12,034	0.02	0	1	16.960	0.1557	YES
Aug-03	2.95	36,733	12,452				23.253		
Sep-03	3.21	36,507	11,377				18.992		
Oct-03	3.64	43,190	11,854				26.876		



Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

B.2.21.12.2.1 2W Analog Loop w/LNP Design>=10 circuits/Dispatch/AL (hours)

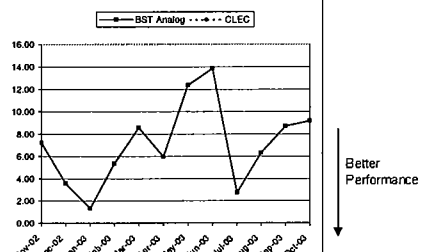
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	7.24	485	67				31.350		
Dec-02	3.55	245	69				11.680		
Jan-03	1.32	91	69				4.087		
Feb-03	5.32	399	75				20.467		
Mar-03	8.59	713	83				22.666		
Apr-03	5.97	400	67				16.584		
May-03	12.37	557	45				40.954		
Jun-03	13.89	665	48				33.989		
Jul-03	2.73	158	58				10.268		
Aug-03	8.31	486	77				26.404		
Sep-03	8.72	628	72				26.290		
Oct-03	9.16	577	63				37.471		



Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

B.2.21.12.2.2 2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	7.24	485	67				31.350		
Dec-02	3.55	245	69				11.680		
Jan-03	1.32	91	69				4.087		
Feb-03	5.32	399	75				20.467		
Mar-03	8.59	713	83				22.666		
Apr-03	5.97	400	67				16.584		
May-03	12.37	557	45				40.954		
Jun-03	13.89	665	48				33.989		
Jul-03	2.73	158	58				10.268		
Aug-03	8.31	486	77				26.404		
Sep-03	8.72	628	72				26.290		
Oct-03	9.16	577	63				37.471		



Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Completion Notice Interval - Mechanized

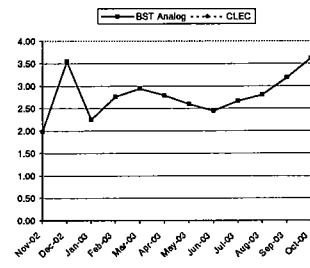
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator Indicates total of completion notice Intervals for this disaggregation in the reporting period.

Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.21.13.1.1 2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.98	19,622	9,913				14.095		
Dec-02	3.55	36,634	10,882				23.782		
Jan-03	2.25	27,242	12,121				15.174		
Feb-03	2.76	32,327	11,711				19.429		
Mar-03	2.94	34,789	11,837				26.660		
Apr-03	2.79	32,612	11,698				20.892		
May-03	2.60	26,638	10,258				18.330		
Jun-03	2.45	28,113	11,491				15.527		
Jul-03	2.67	31,504	11,807				17.029		
Aug-03	2.80	34,278	12,236				21.691		
Sep-03	3.18	35,482	11,147				18.967		
Oct-03	3.62	42,373	11,714				26.625		

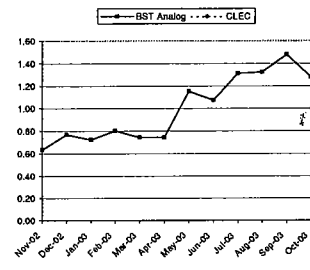


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.21.13.1.4 2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch In/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.63	69,522	109,739				4.647		
Dec-02	0.77	83,854	109,344				9.105		
Jan-03	0.72	83,708	115,628				5.376		
Feb-03	0.80	77,403	96,354				7.020		
Mar-03	0.74	73,796	99,401				6.964		
Apr-03	0.74	91,796	123,466				5.461		
May-03	1.15	81,084	53,029				10.249		
Jun-03	1.07	57,850	53,908				5.808		
Jul-03	1.31	72,383	55,061				11.356		
Aug-03	1.32	72,902	55,059				9.081		
Sep-03	1.48	69,080	46,688				13.467		
Oct-03	1.28	56,763	44,390				11.043		

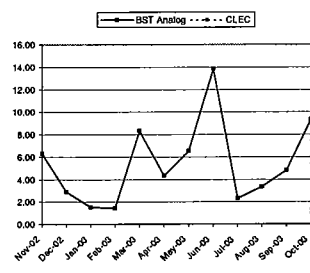


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.21.13.2.1 2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	6.30	359	57				30.075		
Dec-02	2.91	177	61				10.787		
Jan-03	1.53	84	55				4.543		
Feb-03	1.43	89	62				5.760		
Mar-03	8.32	524	63				22.930		
Apr-03	4.32	221	51				13.516		
May-03	6.53	255	39				26.974		
Jun-03	13.86	485	35				30.422		
Jul-03	2.29	117	51				10.199		
Aug-03	3.36	222	66				14.183		
Sep-03	4.81	260	54				17.777		
Oct-03	9.31	522	56				39.559		

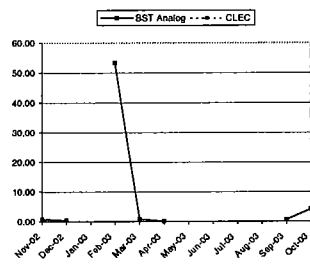


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.21.13.2.4 2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch In/AL (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.70	1	2				0.024		
Dec-02	0.47	2	4				0.332		
Jan-03									
Feb-03	53.32	107	2				48.531		
Mar-03	0.83	1	1				0.000		
Apr-03	0.12	0	1				0.000		
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03	0.66	3	5				0.396		
Oct-03	4.16	29	7				8.503		



Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



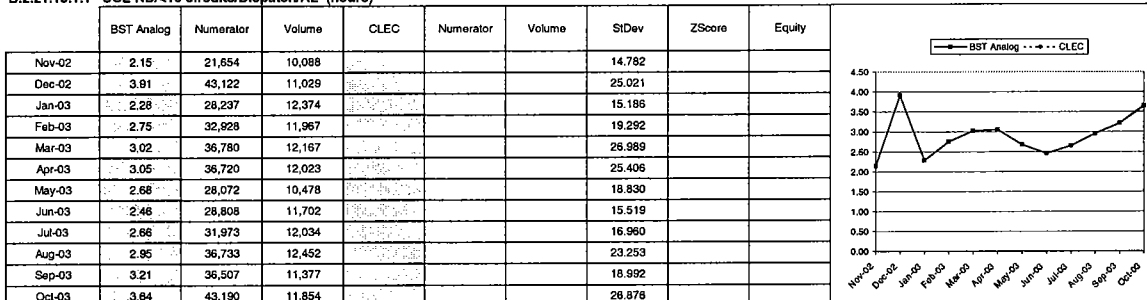
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Completion Notice Interval - Mechanized

(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.

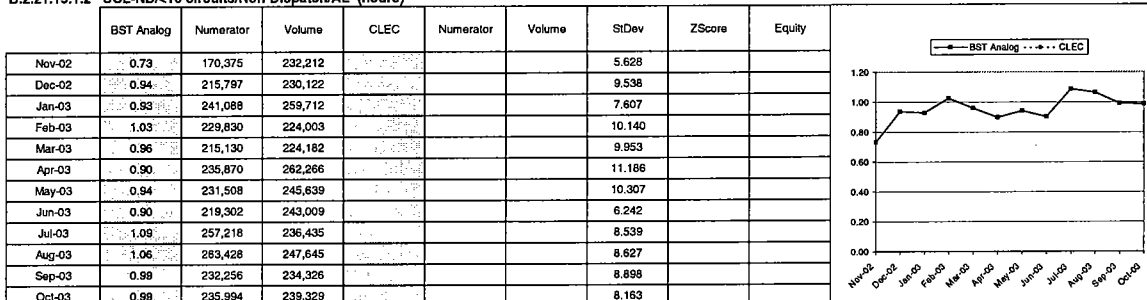
Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.21.15.1.1 UCL-ND/<10 circuits/Dispatch/AL (hours)



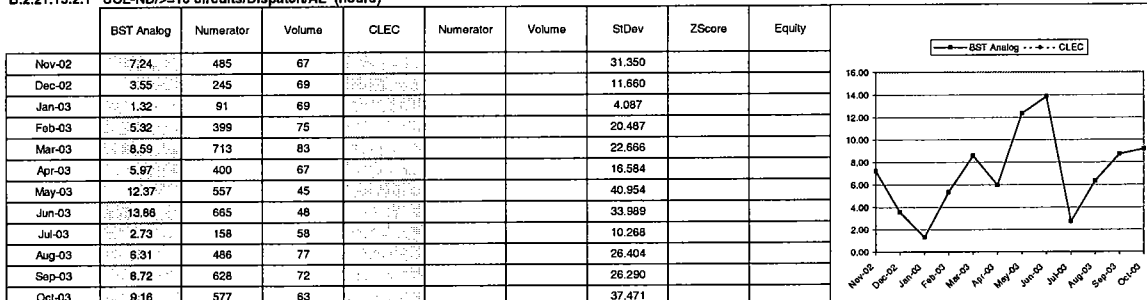
Note 1: Retail Residence / Business data serves as the BST Analog for this report

B.2.21.15.1.2 UCL-ND/<10 circuits/Non-Dispatch/AL (hours)



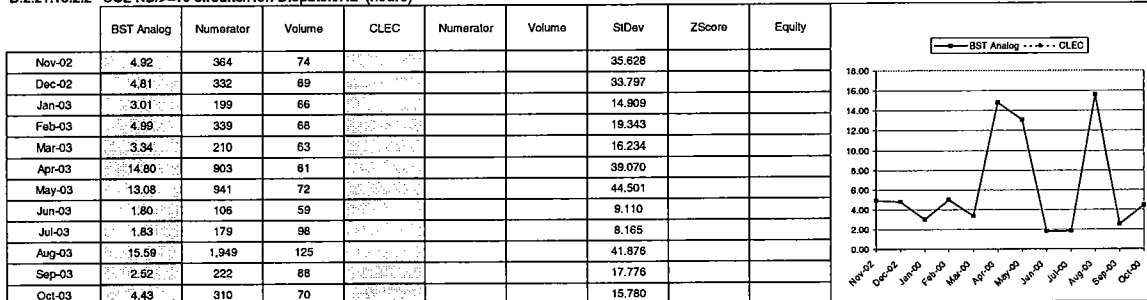
Note 1: Retail Residence / Business data serves as the BST Analog for this report

B.2.21.15.2.1 UCL-ND/>=10 circuits/Dispatch/AL (hours)



Note 1: Retail Residence / Business data serves as the BST Analog for this report

B.2.21.15.2.2 UCL-ND/>=10 circuits/Non-Dispatch/AL (hours)



Note 1: Retail Residence / Business data serves as the BST Analog for this report

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Held Orders

(Average Time an Order Is Held Past the Due Date for Company Reasons)

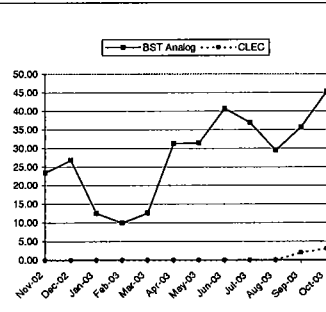
Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.4.1.1 EELs<10 circuits/Facility/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	23.36	1,285	55	0.00	0	0	28.880		YES
Dec-02	26.79	1,688	63	0.00	0	0	51.812		YES
Jan-03	12.56	791	63	0.00	0	0	23.800		YES
Feb-03	9.93	695	70	0.00	0	0	14.312		YES
Mar-03	12.61	681	54	0.00	0	0	20.902		YES
Apr-03	31.22	1,280	41	0.00	0	0	81.837		YES
May-03	31.48	1,259	40	0.00	0	0	86.473		YES
Jun-03	40.69	2,075	51	0.00	0	0	96.768		YES
Jul-03	36.88	2,434	66	0.00	0	0	93.409		YES
Aug-03	29.46	2,062	70	0.00	0	0	83.108		YES
Sep-03	35.66	2,068	58	2.00	2	1	97.842	0.3410	YES
Oct-03	45.36	2,132	47	3.00	3	1	116.023	0.3613	YES

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



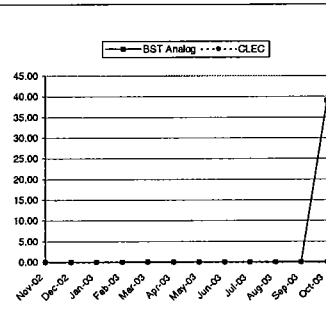
Better  
Performance

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B.2.3.4.1.2 EELs<10 circuits/Equipment/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0	0.00	0	0			YES
Dec-02	0.00	0	0	0.00	0	0			YES
Jan-03	0.00	0	0	0.00	0	0			YES
Feb-03	0.00	0	0	0.00	0	0			YES
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES
Oct-03	39.00	39	1	0.00	0	0	0.000		YES

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



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Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Held Orders

(Average Time an Order is Held Past the Due Date for Company Reasons)

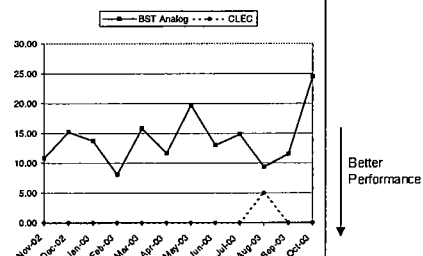
Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.4.1.3 Combo Other/<10 circuits/Other/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.79	259	24	0.00	0	0	15.342		YES
Dec-02	15.23	472	31	0.00	0	0	18.095		YES
Jan-03	13.72	782	57	0.00	0	0	11.652		YES
Feb-03	8.07	121	15	0.00	0	0	12.104		YES
Mar-03	15.80	79	5	0.00	0	0	17.138		YES
Apr-03	11.67	245	21	0.00	0	0	8.534		YES
May-03	19.73	592	30	0.00	0	0	21.068		YES
Jun-03	13.04	365	28	0.00	0	0	17.383		YES
Jul-03	14.81	237	16	0.00	0	0	19.627		YES
Aug-03	9.33	224	24	5.00	5	1	15.449	0.2748	YES
Sep-03	11.50	184	16	0.00	0	0	8.824		YES
Oct-03	24.45	978	40	0.00	0	0	65.008		YES

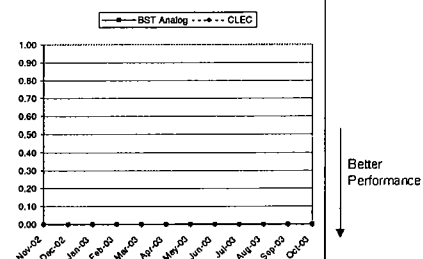
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



B.2.3.4.2.1 Combo Other/>=10 circuits/Facility/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						

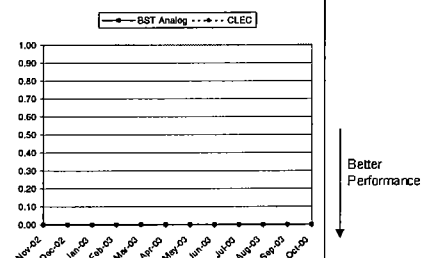
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



B.2.3.4.2.2 Combo Other/>=10 circuits/Equipment/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						

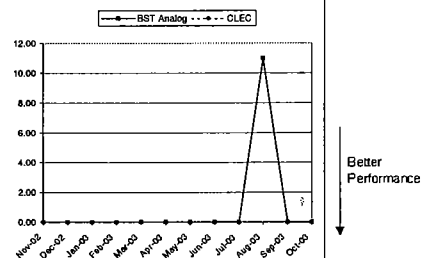
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



B.2.3.4.2.3 Combo Other/>=10 circuits/Other/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	11.00	22	2				1.414		
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Held Orders

(Average Time an Order is Held Past the Due Date for Company Reasons)

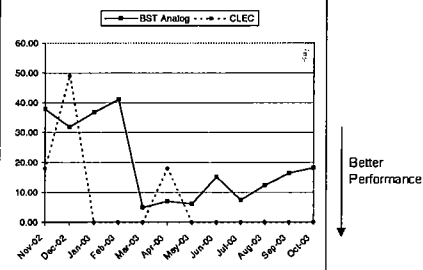
Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.5.1.1 xDSL (ADSL, HDSL and UCLY<10 circuits/Facility/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	37.80	2,230	59	18.00	18	1	34.897	0.5625	YES
Dec-02	31.88	2,421	76	49.00	49	1	38.483	-0.4426	YES
Jan-03	36.78	1,361	37	0.00	0	0	39.606		YES
Feb-03	41.08	739	18	0.00	0	0	45.878		YES
Mar-03	5.00	20	4	0.00	0	0	4.243		YES
Apr-03	7.00	56	8	18.00	36	2	5.732	-2.4274	NO
May-03	6.17	37	6	0.00	0	0	4.119		YES
Jun-03	15.18	167	11	0.00	0	0	6.926		YES
Jul-03	7.40	111	15	0.00	0	0	6.197		YES
Aug-03	12.41	335	27	0.00	0	0	8.859		YES
Sep-03	16.48	445	27	0.00	0	0	10.584		YES
Oct-03	18.14	127	7	0.00	0	0	8.783		YES

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

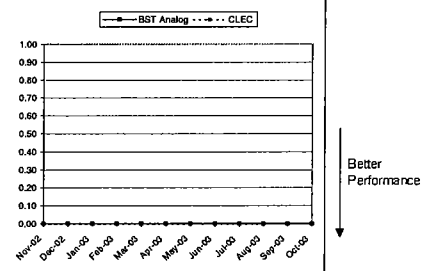


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B.2.3.5.1.2 xDSL (ADSL, HDSL and UCLY<10 circuits/Equipment/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0	0.00	0	0			YES
Dec-02	0.00	0	0	0.00	0	0			YES
Jan-03	0.00	0	0	0.00	0	0			YES
Feb-03	0.00	0	0	0.00	0	0			YES
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES
Oct-03	0.00	0	0	0.00	0	0			YES

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

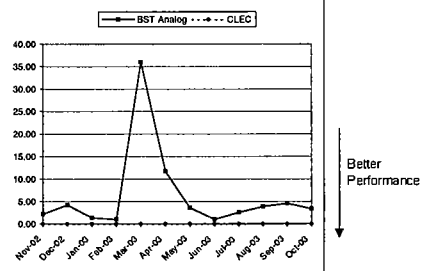


Better Performance

B.2.3.5.1.3 xDSL (ADSL, HDSL and UCLY<10 circuits/Other/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.25	18	8	0.00	0	0	0.707		YES
Dec-02	4.20	21	5	0.00	0	0	2.776		YES
Jan-03	1.33	4	3	0.00	0	0	0.577		YES
Feb-03	1.00	1	1	0.00	0	0	0.000		YES
Mar-03	38.00	108	3	0.00	0	0	27.785		YES
Apr-03	11.70	117	10	0.00	0	0	26.064		YES
May-03	3.82	47	13	0.00	0	0	4.053		YES
Jun-03	1.00	2	2	0.00	0	0	0.000		YES
Jul-03	2.58	49	19	0.00	0	0	3.388		YES
Aug-03	3.88	70	18	0.00	0	0	1.906		YES
Sep-03	4.60	92	20	0.00	0	0	2.722		YES
Oct-03	3.38	27	8	0.00	0	0	3.292		YES

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

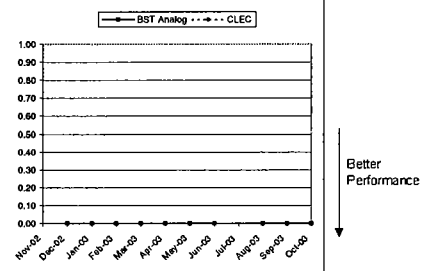


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B.2.3.5.2.1 xDSL (ADSL, HDSL and UCLY>=10 circuits/Facility/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03									
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report



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Unbundled Network Elements - Provisioning  
Held Orders

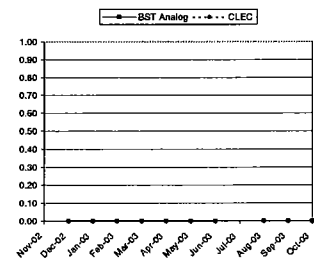
(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.5.2.2 xDSL (ADSL, HDSL and UCL)>=10 circuits/Equipment/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03									
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						

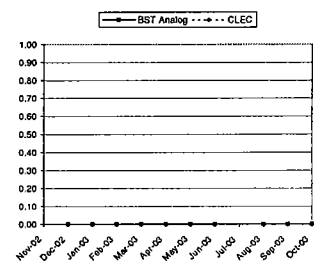


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Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.3.5.2.3 xDSL (ADSL, HDSL and UCL)>=10 circuits/Other/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03									
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						

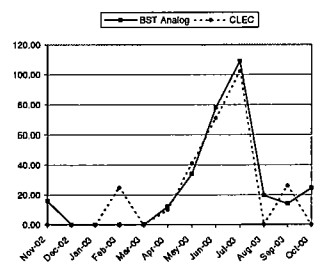


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Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.3.6.1.1 UNE ISDN<10 circuits/Facility/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	16.00	16	1	0.00	0	0	0.000		YES
Dec-02	0.00	0	0	0.00	0	0			YES
Jan-03	0.00	0	0	0.00	0	0			YES
Feb-03	0.00	0	0	25.00	25	1			NO
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	12.00	24	2	10.00	10	1	7.071	0.2309	YES
May-03	34.00	68	2	41.00	41	1	19.799	-0.2887	YES
Jun-03	78.00	78	1	71.00	71	1	0.000		YES
Jul-03	109.00	109	1	102.00	102	1	0.000		YES
Aug-03	19.50	39	2	0.00	0	0	7.778		YES
Sep-03	14.00	14	1	28.00	28	1	0.000		NO
Oct-03	24.50	49	2	0.00	0	0	28.991		YES

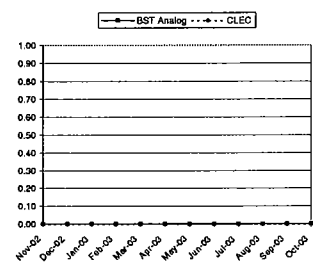


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Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.3.6.1.2 UNE ISDN<10 circuits/Equipment/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0	0.00	0	0			YES
Dec-02	0.00	0	0	0.00	0	0			YES
Jan-03	0.00	0	0	0.00	0	0			YES
Feb-03	0.00	0	0	0.00	0	0			YES
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES
Oct-03	0.00	0	0	0.00	0	0			YES



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Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Held Orders

(Average Time an Order is Held Past the Due Date for Company Reasons)

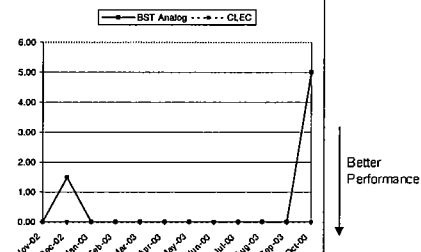
Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.6.1.3 UNE ISDN/<10 circuits/Other/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0	0.00	0	0			YES
Dec-02	1.50	6	4	0.00	0	0	0.577		YES
Jan-03	0.00	0	0	0.00	0	0			YES
Feb-03	0.00	0	0	0.00	0	0			YES
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES
Oct-03	5.00	5	1	0.00	0	0	0.000		YES

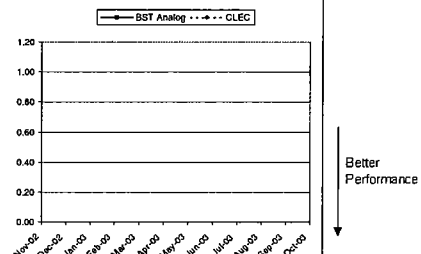
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.3.6.2.1 UNE ISDN/>=10 circuits/Facility/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

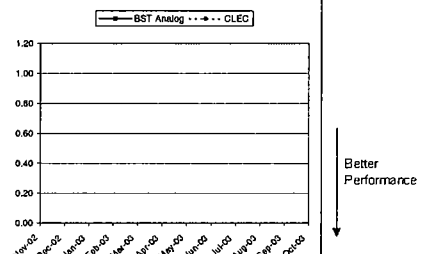
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.3.6.2.2 UNE ISDN/>=10 circuits/Equipment/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

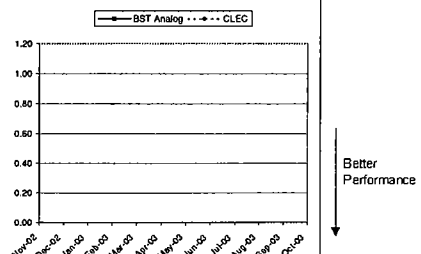
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.3.6.2.3 UNE ISDN/>=10 circuits/Other/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



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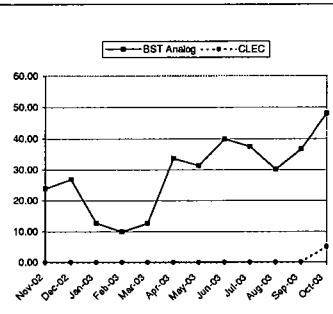
Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.8.1.1 2W Analog Loop Design/<10 circuits/Facility/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	23.85	1,264	53	0.00	0	0	29.298		YES
Dec-02	26.85	1,611	60	0.00	0	0	53.035		YES
Jan-03	12.69	774	61	0.00	0	0	24.153		YES
Feb-03	9.87	671	68	0.00	0	0	14.503		YES
Mar-03	12.64	670	53	0.00	0	0	21.101		YES
Apr-03	33.57	1,242	37	0.00	0	0	85.914		YES
May-03	31.34	1,191	38	0.00	0	0	88.717		YES
Jun-03	39.94	1,997	50	0.00	0	0	97.602		YES
Jul-03	37.36	2,279	61	0.00	0	0	96.549		YES
Aug-03	30.09	1,986	66	0.00	0	0	85.567		YES
Sep-03	36.54	2,046	56	0.00	0	0	99.489		YES
Oct-03	47.95	2,062	43	5.00	5	1	120.973	0.3510	YES

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



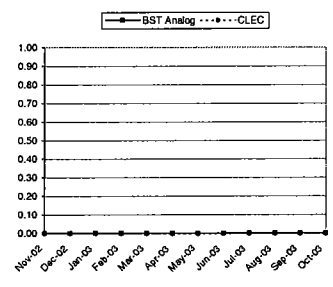
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B.2.3.8.1.2 2W Analog Loop Design/<10 circuits/Equipment/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	0.00	0	0	0.00	0	0			YES
Dec-02	0.00	0	0	0.00	0	0			YES
Jan-03	0.00	0	0	0.00	0	0			YES
Feb-03	0.00	0	0	0.00	0	0			YES
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES
Oct-03	0.00	0	0	0.00	0	0			YES

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



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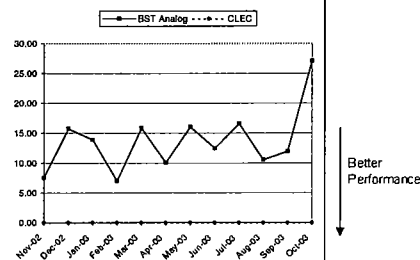
(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator Indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume Indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.8.1.3 2W Analog Loop Design/<10 circuits/Other/AL (days)

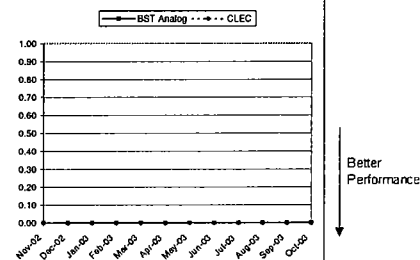
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	7.52	188	25	0.00	0	0	7.822		YES
Dec-02	15.88	486	31	0.00	0	0	15.877		YES
Jan-03	13.67	846	61	0.00	0	0	12.229		YES
Feb-03	7.00	126	18	0.00	0	0	11.262		YES
Mar-03	15.80	79	5	0.00	0	0	17.138		YES
Apr-03	10.07	151	15	0.00	0	0	7.732		YES
May-03	16.00	416	26	0.00	0	0	19.752		YES
Jun-03	12.48	324	26	0.00	0	0	17.927		YES
Jul-03	16.57	232	14	0.00	0	0	20.440		YES
Aug-03	10.56	190	18	0.00	0	0	17.604		YES
Sep-03	11.93	179	15	0.00	0	0	8.958		YES
Oct-03	27.12	922	34	0.00	0	0	70.278		YES



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.3.8.2.1 2W Analog Loop Design/>=10 circuits/Facility/AL (days)

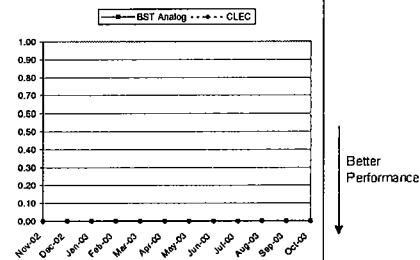
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.3.8.2.2 2W Analog Loop Design/>=10 circuits/Equipment/AL (days)

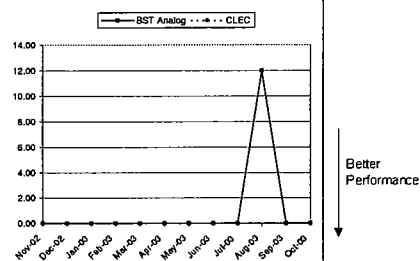
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.3.8.2.3 2W Analog Loop Design/>=10 circuits/Other/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	12.00	12	1				0.000		
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



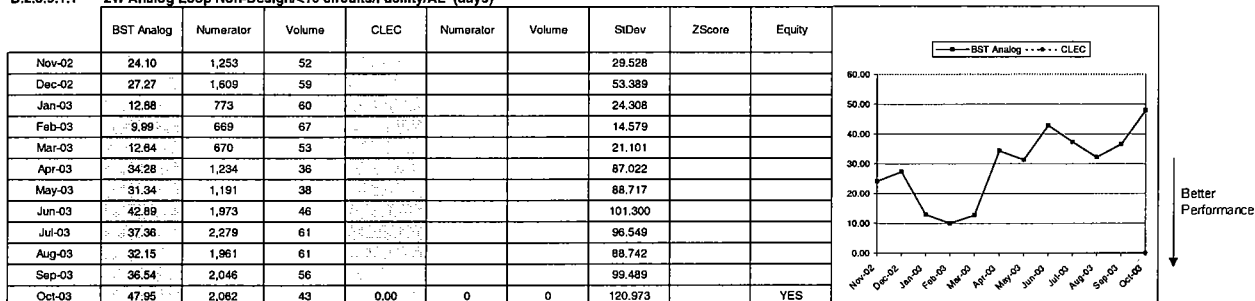
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Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

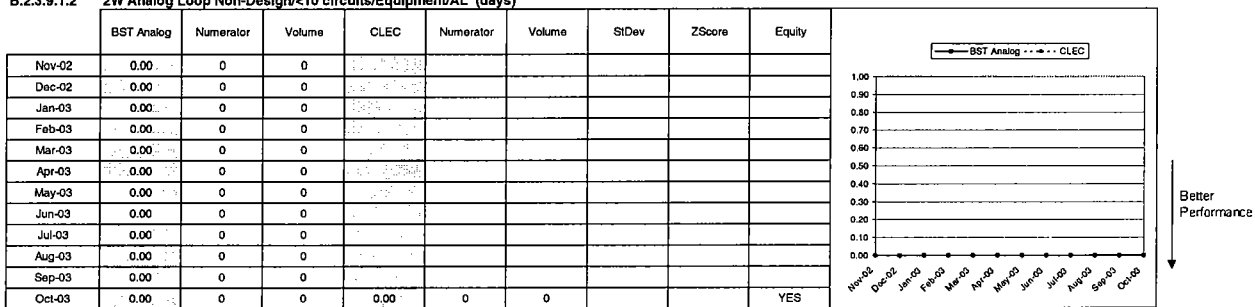
Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.9.1.1 2W Analog Loop Non-Design/<10 circuits/Facility/AL (days)



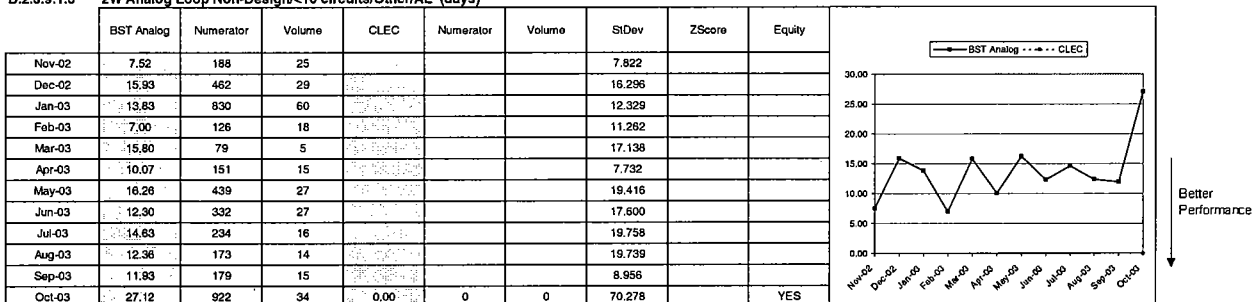
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.3.9.1.2 2W Analog Loop Non-Design/<10 circuits/Equipment/AL (days)



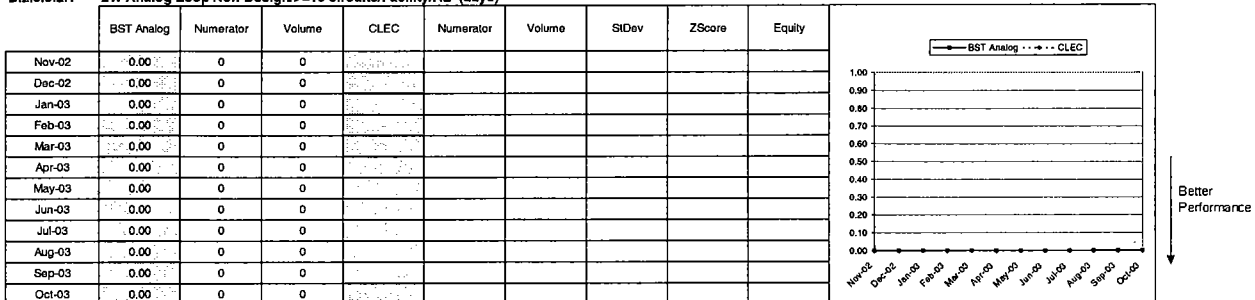
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.3.9.1.3 2W Analog Loop Non-Design/<10 circuits/Other/AL (days)



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.3.9.2.1 2W Analog Loop Non-Design/>=10 circuits/Facility/AL (days)



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

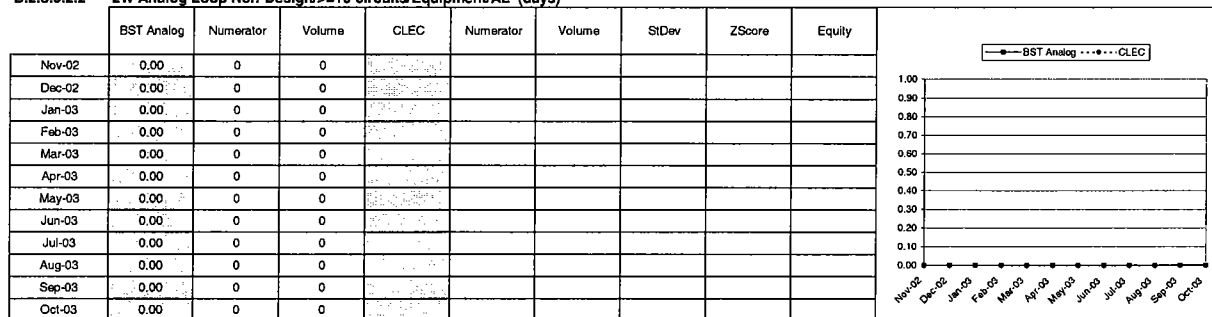
Alabama I, November 2002 - October 2003  
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(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

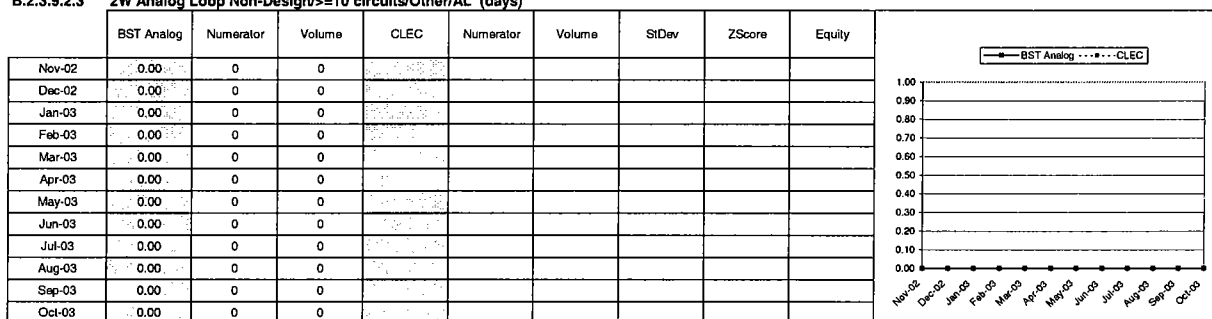
Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.9.2.2 2W Analog Loop Non-Design/>=10 circuits/Equipment/AL (days)



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.3.9.2.3 2W Analog Loop Non-Design/>=10 circuits/Other/AL (days)



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

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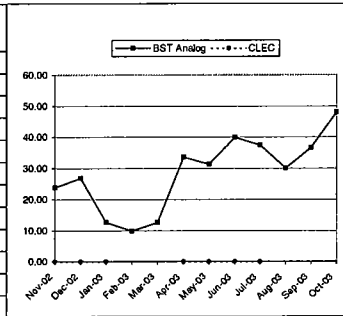
(Average Time an Order Is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.12.1.1 2W Analog Loop w/LNP Design/<10 circuits/Facility/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	23.85	1,264	53	0.00	0	0	29.298		YES
Dec-02	26.85	1,811	60	0.00	0	0	53.035		YES
Jan-03	12.69	774	61	0.00	0	0	24.153		YES
Feb-03	9.87	671	68				14.503		
Mar-03	12.64	670	53				21.101		
Apr-03	33.57	1,242	37	0.00	0	0	85.914		YES
May-03	31.34	1,191	38	0.00	0	0	88.717		YES
Jun-03	39.94	1,997	50	0.00	0	0	97.602		YES
Jul-03	37.36	2,279	61	0.00	0	0	96.549		YES
Aug-03	30.09	1,966	66				85.567		
Sep-03	36.54	2,046	56				99.489		
Oct-03	47.95	2,062	43				120.973		



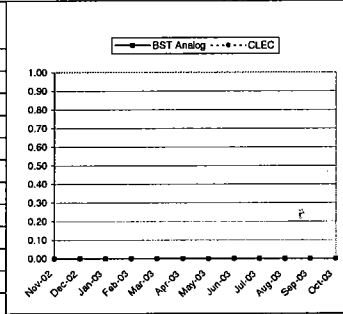
Better Performance

Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.3.12.1.2 2W Analog Loop w/LNP Design/<10 circuits/Equipment/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0	0.00	0	0			YES
Dec-02	0.00	0	0	0.00	0	0			YES
Jan-03	0.00	0	0	0.00	0	0			YES
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						



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Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

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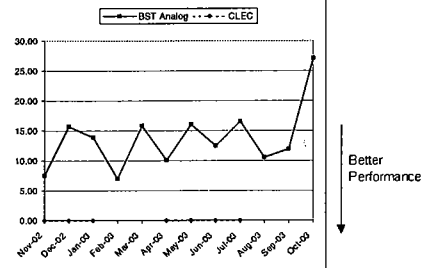
(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.12.1.3 2W Analog Loop w/LNP Design/<10 circuits/Other/AL (days)

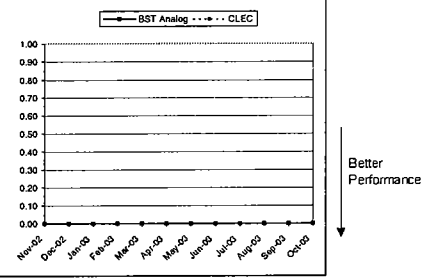
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	7.52	188	25	0.00	0	0	7.822		YES
Dec-02	15.88	486	31	0.00	0	0	15.877		YES
Jan-03	13.87	846	61	0.00	0	0	12.229		YES
Feb-03	7.00	126	18				11.262		
Mar-03	15.80	79	5				17.138		
Apr-03	10.07	151	15	0.00	0	0	7.732		YES
May-03	18.00	416	26	0.00	0	0	19.752		YES
Jun-03	12.46	324	26	0.00	0	0	17.927		YES
Jul-03	16.57	232	14	0.00	0	0	20.440		YES
Aug-03	10.56	190	18				17.604		
Sep-03	11.93	179	15				8.956		
Oct-03	27.12	922	34				70.278		



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.3.12.2.1 2W Analog Loop w/LNP Design/>=10 circuits/Facility/AL (days)

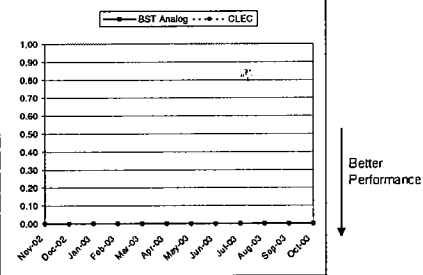
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.3.12.2.2 2W Analog Loop w/LNP Design/>=10 circuits/Equipment/AL (days)

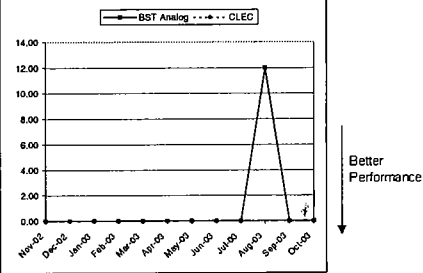
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.3.12.2.3 2W Analog Loop w/LNP Design/>=10 circuits/Other/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	12.00	12	1				0.000		
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

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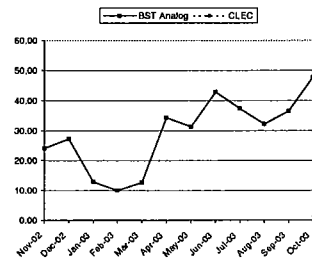
(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.13.1 2W Analog Loop w/LNP Non-Design<10 circuits/Facility/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	24.10	1,253	52				29.528		
Dec-02	27.27	1,609	59				53.389		
Jan-03	12.88	773	60				24.308		
Feb-03	9.99	669	57				14.579		
Mar-03	12.64	670	53				21.101		
Apr-03	34.28	1,234	36				87.022		
May-03	31.34	1,191	38				88.717		
Jun-03	42.89	1,973	46				101.300		
Jul-03	37.36	2,279	61				96.549		
Aug-03	32.15	1,961	81				88.742		
Sep-03	36.54	2,046	56				99.489		
Oct-03	47.95	2,062	43				120.973		

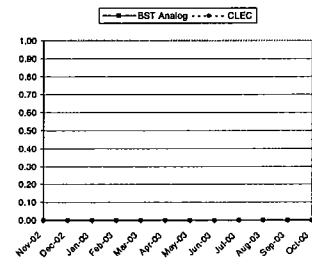


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Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.3.13.2 2W Analog Loop w/LNP Non-Design<10 circuits/Equipment/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						

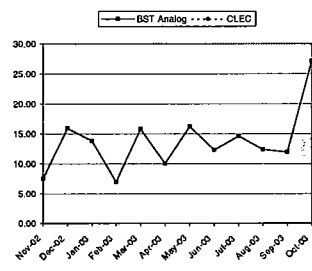


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.3.13.3 2W Analog Loop w/LNP Non-Design<10 circuits/Other/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	7.52	186	25				7.822		
Dec-02	15.83	462	29				16.296		
Jan-03	13.83	830	60				12.329		
Feb-03	7.00	126	18				11.262		
Mar-03	15.80	79	5				17.138		
Apr-03	10.07	151	15				7.732		
May-03	18.26	439	27				18.416		
Jun-03	12.30	332	27				17.600		
Jul-03	14.63	234	16				19.758		
Aug-03	12.36	173	14				19.739		
Sep-03	11.83	179	15				8.956		
Oct-03	27.12	922	34				70.278		

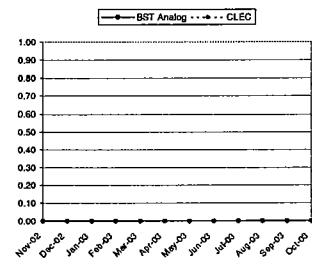


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.3.13.2.1 2W Analog Loop w/LNP Non-Design<10 circuits/Facility/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						



Better Performance

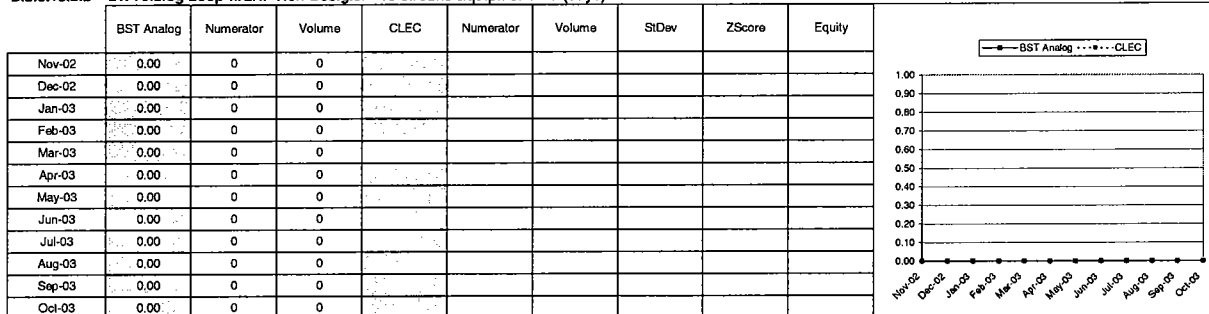
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Held Orders

(Average Time an Order is Held Past the Due Date for Company Reasons)

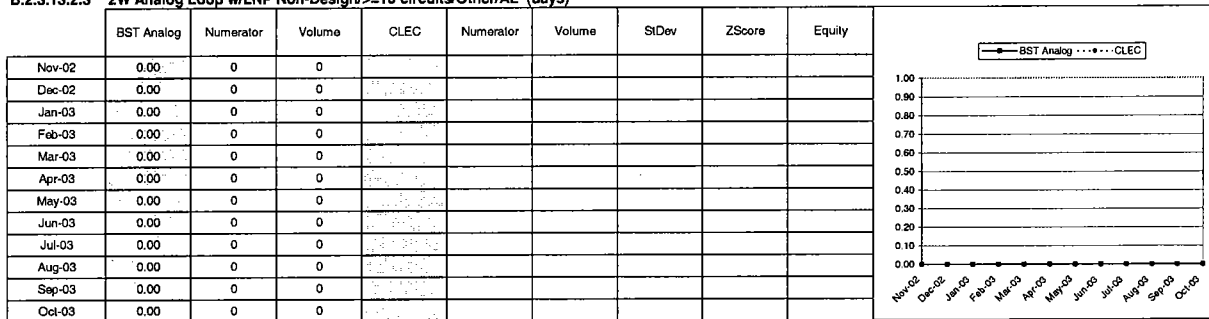
Numerator Indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.  
Volume Indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.13.2.2 2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/AL (days)



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.3.13.2.3 2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/AL (days)



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

Better  
Performance

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Held Orders

(Average Time an Order is Held Past the Due Date for Company Reasons)

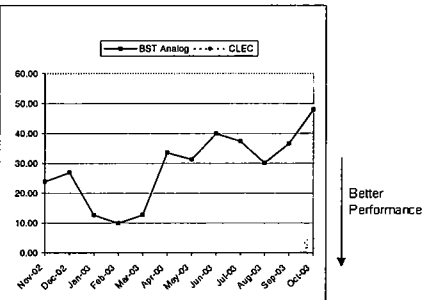
Numerator Indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume Indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.15.1.1 Other Non-Design/<10 circuits/Facility/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	23.85	1,264	53				29.298		
Dec-02	26.85	1,611	60				53.035		
Jan-03	12.89	774	61				24.153		
Feb-03	9.87	671	68				14.503		
Mar-03	12.84	670	53				21.101		
Apr-03	33.57	1,242	37				85.914		
May-03	31.34	1,191	38				88.717		
Jun-03	39.94	1,997	50				97.602		
Jul-03	37.38	2,279	61				96.549		
Aug-03	30.09	1,986	56				85.587		
Sep-03	36.54	2,046	56				99.489		
Oct-03	47.95	2,062	43				120.973		

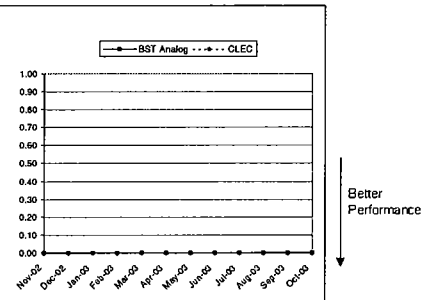
Note 1: Retail Residence / Business data serves as the BST Analog for this report



B.2.3.15.1.2 Other Non-Design/<10 circuits/Equipment/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						

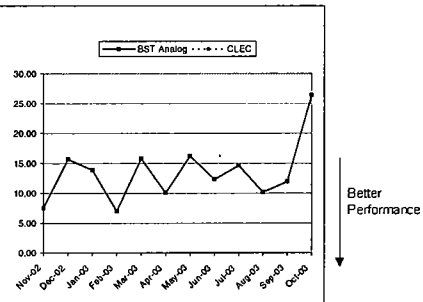
Note 1: Retail Residence / Business data serves as the BST Analog for this report



B.2.3.15.1.3 Other Non-Design/<10 circuits/Other/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	7.52	188	25				7.822		
Dec-02	15.88	486	31				15.877		
Jan-03	13.87	846	61				12.229		
Feb-03	7.00	126	18				11.262		
Mar-03	15.80	79	5				17.138		
Apr-03	10.07	151	15				7.732		
May-03	18.28	439	27				19.416		
Jun-03	12.30	332	27				17.600		
Jul-03	14.63	234	16				19.758		
Aug-03	10.16	193	19				17.196		
Sep-03	11.93	179	15				8.956		
Oct-03	26.37	923	35				69.378		

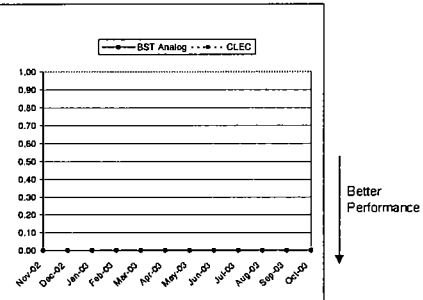
Note 1: Retail Residence / Business data serves as the BST Analog for this report



B.2.3.15.2.1 Other Non-Design/>=10 circuits/Facility/AL (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						

Note 1: Retail Residence / Business data serves as the BST Analog for this report



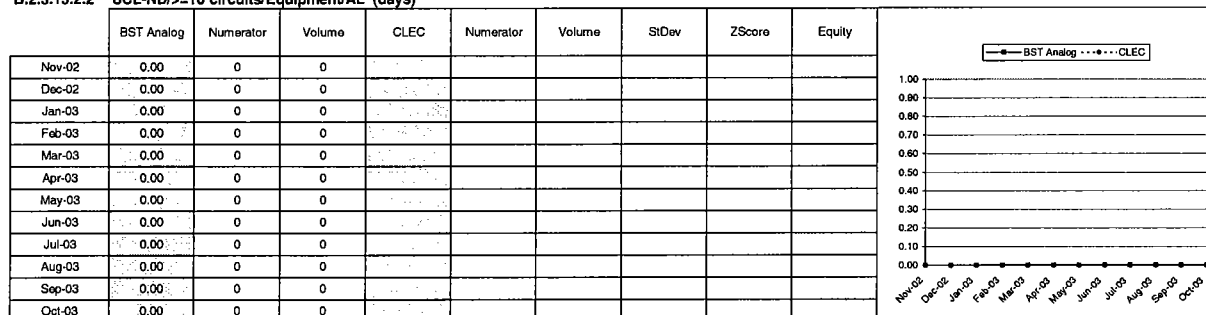
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Held Orders

(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

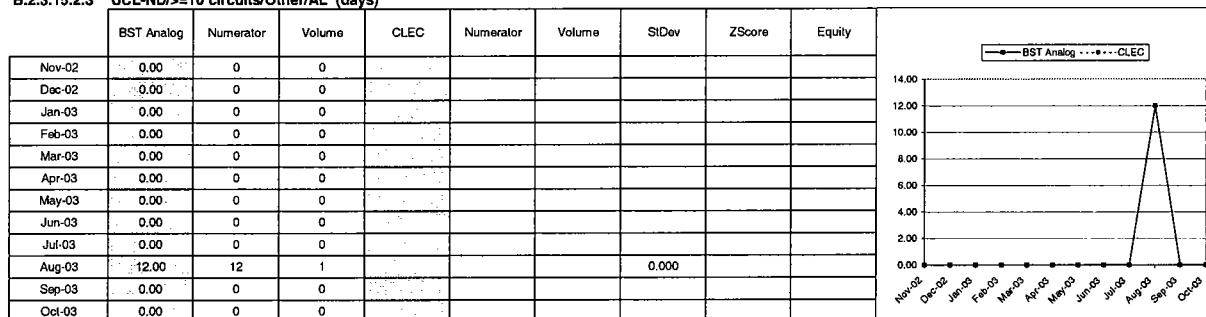
Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.15.2.2 UCL-ND/≥10 circuits/Equipment/AL (days)



Note 1: Retail Residence / Business data serves as the BST Analog for this report

B.2.3.15.2.3 UCL-ND/≥10 circuits/Other/AL (days)



Note 1: Retail Residence / Business data serves as the BST Analog for this report

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Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Service Order Accuracy

(% of Service Orders that are Accurate)

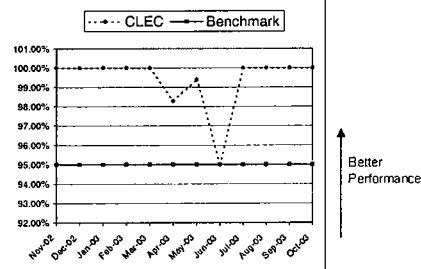
Numerator Indicates total number of service orders that are accurate.

Volume Indicates total number of service orders.

B.2.34.1.1.1 Design (Specials)/<10 circuits/Dispatch/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	150	150			YES
Dec-02	95.00%			100.00%	175	175			YES
Jan-03	95.00%			100.00%	160	160			YES
Feb-03	95.00%			100.00%	180	180			YES
Mar-03	95.00%			100.00%	170	170			YES
Apr-03	95.00%			98.29%	172	175			YES
May-03	95.00%			99.40%	166	167			YES
Jun-03	95.00%			95.00%	114	120			YES
Jul-03	95.00%			100.00%	108	108			YES
Aug-03	95.00%			100.00%	90	90			YES
Sep-03	95.00%			100.00%	95	95			YES
Oct-03	95.00%			100.00%	95	95			YES

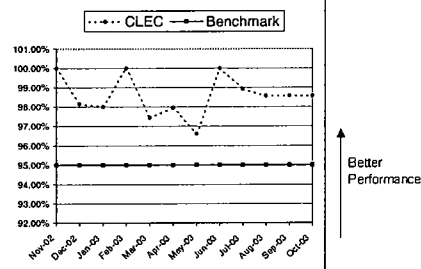
Note 1: Effective with Nov-01 data, this report is based on a statistical sample for CLECs utilizing service orders submitted across the region.



B.2.34.1.1.2 Design (Specials)/<10 circuits/Non-Dispatch/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	106	106			YES
Dec-02	95.00%			98.15%	106	108			YES
Jan-03	95.00%			98.00%	98	100			YES
Feb-03	95.00%			100.00%	70	70			YES
Mar-03	95.00%			97.44%	76	78			YES
Apr-03	95.00%			97.96%	96	98			YES
May-03	95.00%			96.61%	57	59			YES
Jun-03	95.00%			100.00%	100	100			YES
Jul-03	95.00%			98.91%	91	92			YES
Aug-03	95.00%			98.57%	69	70			YES
Sep-03	95.00%			98.57%	69	70			YES
Oct-03	95.00%			98.57%	69	70			YES

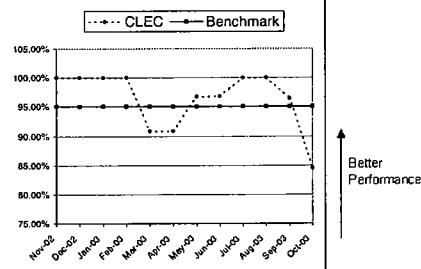
Note 1: Effective with Nov-01 data, this report is based on a statistical sample for CLECs utilizing service orders submitted across the region.



B.2.34.1.2.1 Design (Specials)/>=10 circuits/Dispatch/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	55	55			YES
Dec-02	95.00%			100.00%	27	27			YES
Jan-03	95.00%			100.00%	37	37			YES
Feb-03	95.00%			100.00%	36	36			YES
Mar-03	95.00%			90.91%	30	33			NO
Apr-03	95.00%			90.91%	30	33			NO
May-03	95.00%			96.72%	59	61			YES
Jun-03	95.00%			96.77%	30	31			YES
Jul-03	95.00%			100.00%	30	30			YES
Aug-03	95.00%			100.00%	18	18			YES
Sep-03	95.00%			96.43%	27	28			YES
Oct-03	95.00%			84.82%	22	26			NO

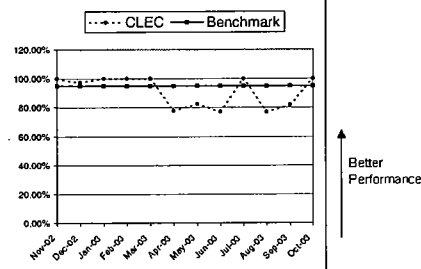
Note 1: Effective with Nov-01 data, this report is based on a statistical sample for CLECs utilizing service orders submitted across the region.



B.2.34.1.2.2 Design (Specials)/>=10 circuits/Non-Dispatch/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	51	51			YES
Dec-02	95.00%			97.30%	36	37			YES
Jan-03	95.00%			100.00%	29	29			YES
Feb-03	95.00%			100.00%	22	22			YES
Mar-03	95.00%			100.00%	18	18			YES
Apr-03	95.00%			77.78%	21	27			NO
May-03	95.00%			82.61%	19	23			NO
Jun-03	95.00%			77.27%	17	22			NO
Jul-03	95.00%			100.00%	31	31			YES
Aug-03	95.00%			76.92%	30	39			NO
Sep-03	95.00%			81.82%	18	22			NO
Oct-03	95.00%			100.00%	31	31			YES

Note 1: Effective with Nov-01 data, this report is based on a statistical sample for CLECs utilizing service orders submitted across the region.



Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Service Order Accuracy

(% of Service Orders that are Accurate)

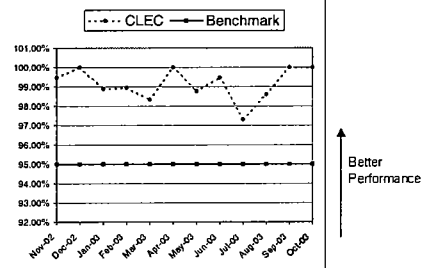
Numerator indicates total number of service orders that are accurate.

Volume indicates total number of service orders.

B.2.34.2.1.1 Loops Non-Design/<10 circuits/Dispatch/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			99.47%	188	189			YES
Dec-02	95.00%			100.00%	165	165			YES
Jan-03	95.00%			98.89%	178	180			YES
Feb-03	95.00%			98.95%	188	190			YES
Mar-03	95.00%			98.33%	177	180			YES
Apr-03	95.00%			100.00%	190	190			YES
May-03	95.00%			98.77%	320	324			YES
Jun-03	95.00%			98.47%	189	190			YES
Jul-03	95.00%			97.31%	181	186			YES
Aug-03	95.00%			98.60%	212	215			YES
Sep-03	95.00%			100.00%	230	230			YES
Oct-03	95.00%			100.00%	250	250			YES

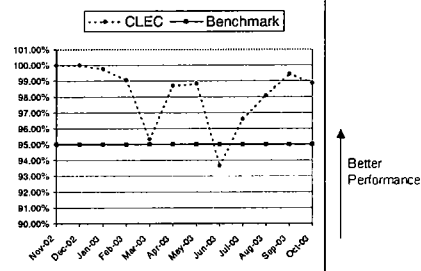
Note 1: Effective with Nov-01 data, this report is based on a statistical sample for CLECs utilizing service orders submitted across the region.



B.2.34.2.1.2 Loops Non-Design/<10 circuits/Non-Dispatch/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	385	385			YES
Dec-02	95.00%			100.00%	400	400			YES
Jan-03	95.00%			99.76%	419	420			YES
Feb-03	95.00%			99.04%	515	520			YES
Mar-03	95.00%			95.33%	572	600			YES
Apr-03	95.00%			98.70%	533	540			YES
May-03	95.00%			98.82%	418	423			YES
Jun-03	95.00%			93.67%	281	300			NO
Jul-03	95.00%			96.61%	228	236			YES
Aug-03	95.00%			98.06%	304	310			YES
Sep-03	95.00%			99.43%	348	350			YES
Oct-03	95.00%			98.86%	346	350			YES

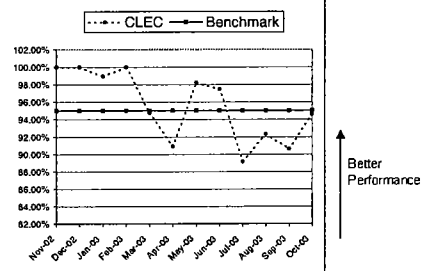
Note 1: Effective with Nov-01 data, this report is based on a statistical sample for CLECs utilizing service orders submitted across the region.



B.2.34.2.2.1 Loops Non-Design/>=10 circuits/Dispatch/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	116	116			YES
Dec-02	95.00%			100.00%	73	73			YES
Jan-03	95.00%			98.96%	95	96			YES
Feb-03	95.00%			100.00%	107	107			YES
Mar-03	95.00%			94.74%	72	76			NO
Apr-03	95.00%			90.91%	60	66			NO
May-03	95.00%			98.23%	111	113			YES
Jun-03	95.00%			97.50%	78	80			YES
Jul-03	95.00%			89.19%	66	74			NO
Aug-03	95.00%			92.31%	96	104			NO
Sep-03	95.00%			90.83%	87	96			NO
Oct-03	95.00%			94.62%	88	93			NO

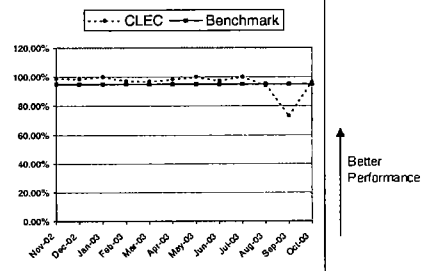
Note 1: Effective with Nov-01 data, this report is based on a statistical sample for CLECs utilizing service orders submitted across the region.



B.2.34.2.2.2 Loops Non-Design/>=10 circuits/Non-Dispatch/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			98.84%	85	86			YES
Dec-02	95.00%			98.72%	77	78			YES
Jan-03	95.00%			100.00%	90	90			YES
Feb-03	95.00%			97.22%	70	72			YES
Mar-03	95.00%			96.92%	63	65			YES
Apr-03	95.00%			98.25%	56	57			YES
May-03	95.00%			100.00%	60	60			YES
Jun-03	95.00%			97.44%	76	78			YES
Jul-03	95.00%			100.00%	68	68			YES
Aug-03	95.00%			93.94%	62	66			NO
Sep-03	95.00%			73.47%	36	49			NO
Oct-03	95.00%			96.20%	76	79			YES

Note 1: Effective with Nov-01 data, this report is based on a statistical sample for CLECs utilizing service orders submitted across the region.



Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Jeopardies - Mechanized

(% of Orders In Jeopardy of not being Worked on Due Date)

Numerator indicates total number of orders in jeopardy of not being worked on due date for this disaggregation in the reporting period.

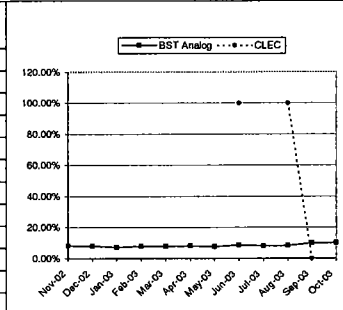
Volume indicates total number of service orders due for this disaggregation in the reporting period.

B.2.5.4

EELs/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.22%	898	10,929						
Dec-02	8.13%	983	12,098						
Jan-03	7.26%	1,002	13,804						
Feb-03	7.78%	1,029	13,228						
Mar-03	7.94%	1,048	13,200						
Apr-03	8.15%	1,048	12,857						
May-03	7.57%	861	11,370						
Jun-03	8.76%	1,113	12,710	100.00%	1	1		-3.2278	NO
Jul-03	8.11%	1,053	12,983						
Aug-03	8.36%	1,121	13,414	100.00%	1	1		-3.3114	NO
Sep-03	9.89%	1,221	12,343	0.00%	0	1		0.3313	YES
Oct-03	10.21%	1,327	12,993						

Note 1: Retail Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



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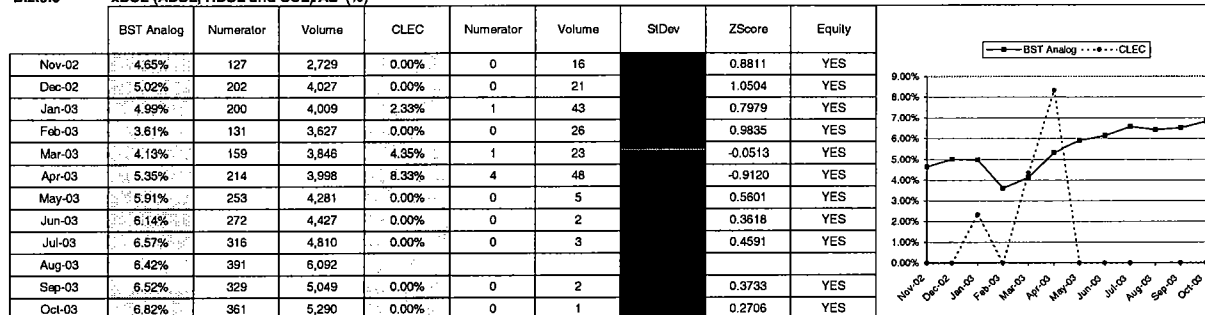
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Jeopardies - Mechanized

(% of Orders in Jeopardy of not being Worked on Due Date)

Numerator indicates total number of orders in jeopardy of not being worked on due date for this disaggregation in the reporting period.

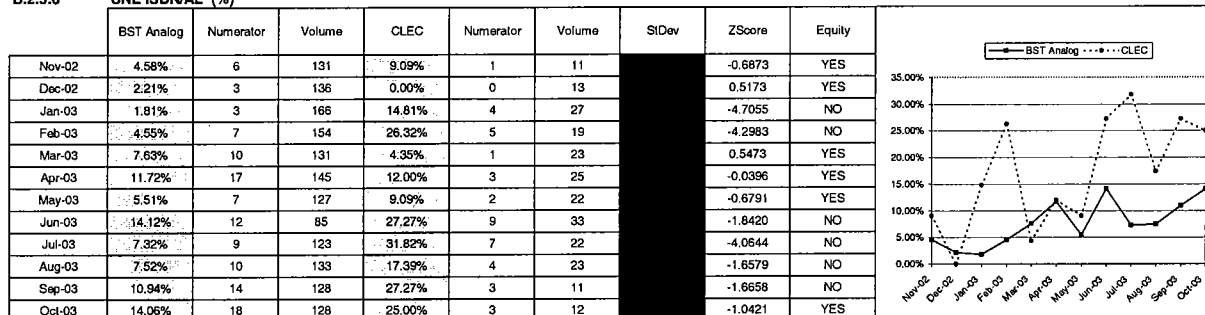
Volume indicates total number of service orders due for this disaggregation in the reporting period.

B.2.5.5 xDSL (ADSL, HDSL and UCL)AL (%)



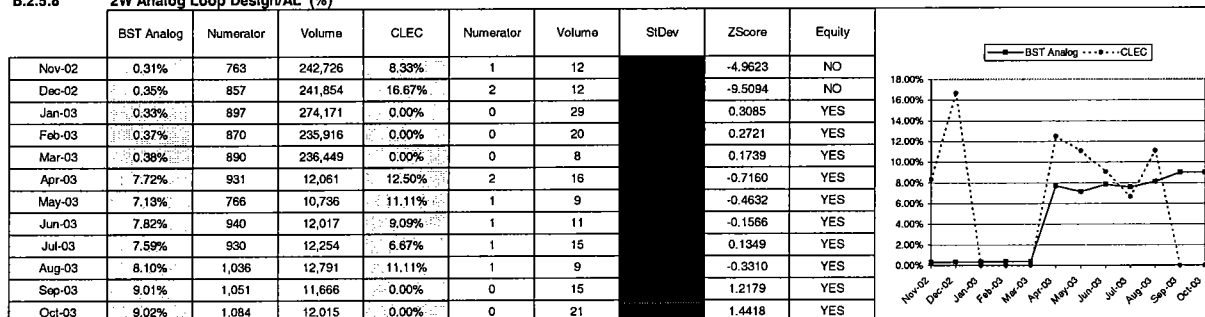
Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.5.6 UNE ISDN/AL (%)



Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.5.8 2W Analog Loop Design/AL (%)



Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

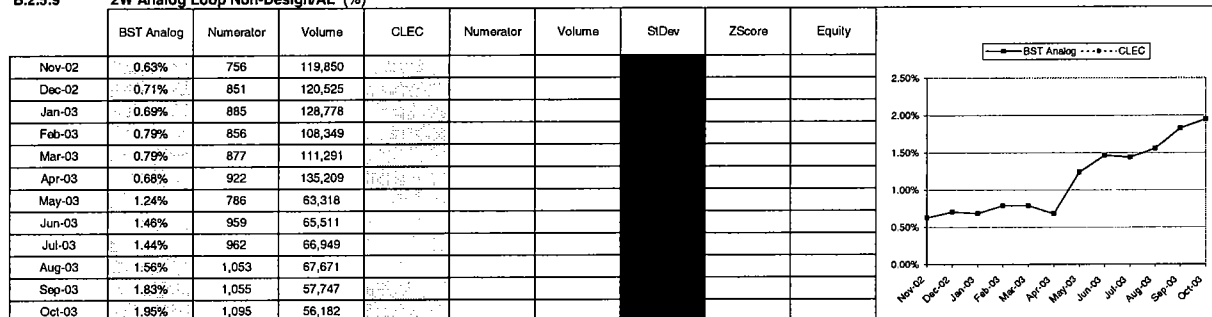
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Jeopardies - Mechanized

(% of Orders In Jeopardy of not being Worked on Due Date)

Numerator indicates total number of orders in jeopardy of not being worked on due date for this disaggregation in the reporting period.

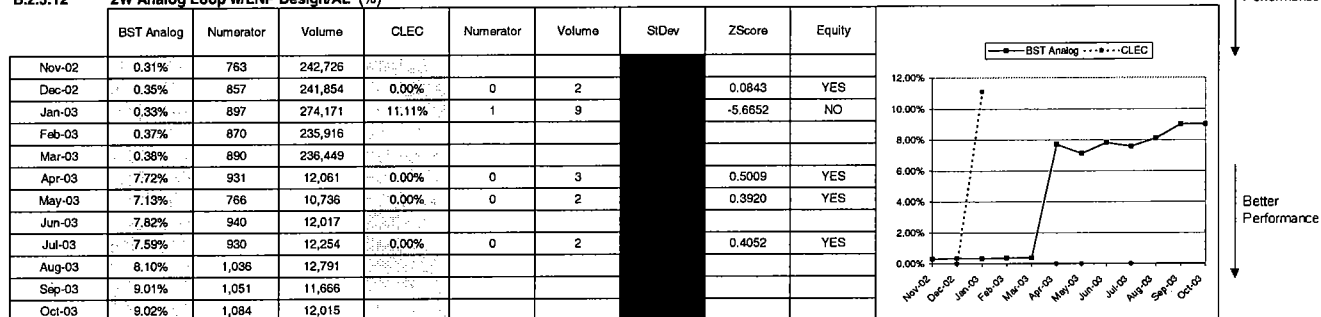
Volume indicates total number of service orders due for this disaggregation in the reporting period.

B.2.5.9 2W Analog Loop Non-Design/AL (%)



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.5.12 2W Analog Loop w/LNP Design/AL (%)



Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

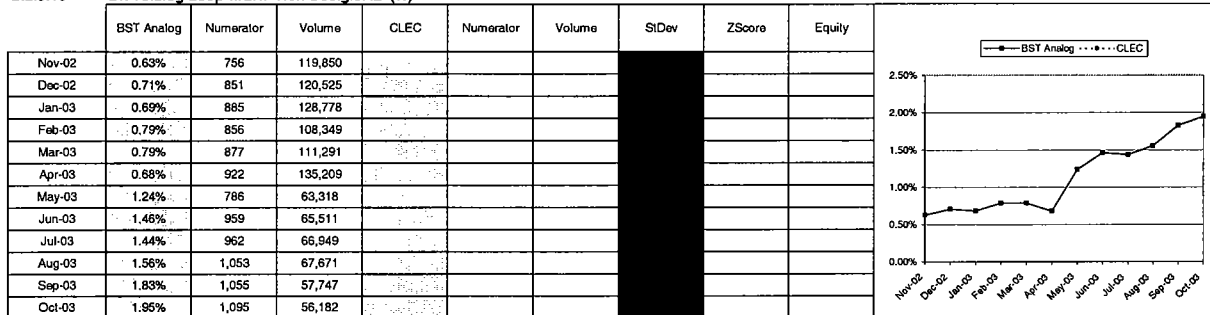
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Jeopardies - Mechanized

(% of Orders in Jeopardy of not being Worked on Due Date)

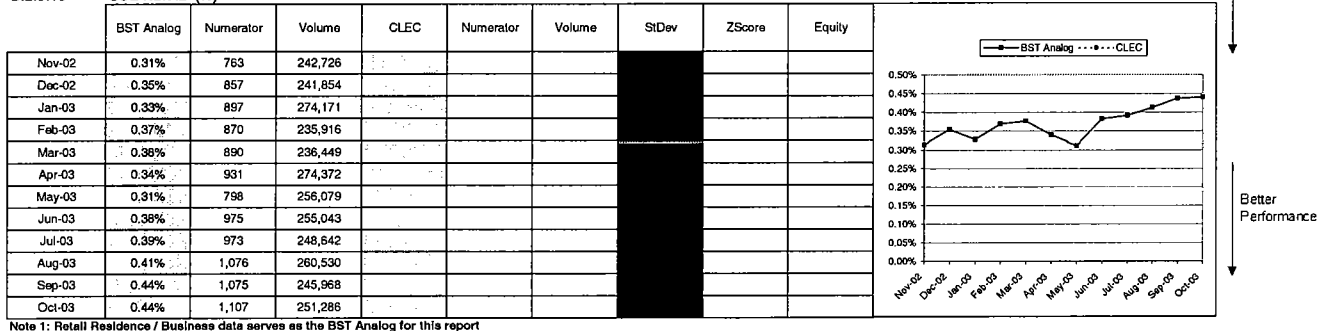
Numerator indicates total number of orders in Jeopardy of not being worked on due date for this disaggregation in the reporting period.

Volume indicates total number of service orders due for this disaggregation in the reporting period.

B.2.5.13 2W Analog Loop w/LNP Non-Design/AL (%)



B.2.5.15 UCL-ND/AL (%)



Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Jeopardies - Non-Mechanized

(% of Orders in Jeopardy of not being Worked on Due Date)

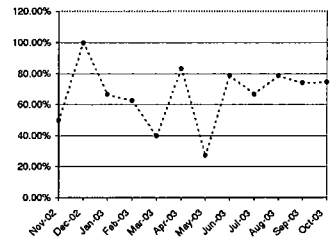
Numerator indicates total number of orders in jeopardy of not being worked on due date for this disaggregation in the reporting period.

Volume indicates total number of service orders due for this disaggregation in the reporting period.

B.2.6.4

EELs/AL (%)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02				50.00%	2	4			Diagnostic
Dec-02				100.00%	3	3			Diagnostic
Jan-03				66.67%	6	9			Diagnostic
Feb-03				62.50%	5	8			Diagnostic
Mar-03				40.00%	2	5			Diagnostic
Apr-03				63.33%	10	12			Diagnostic
May-03				27.27%	3	11			Diagnostic
Jun-03				78.95%	15	19			Diagnostic
Jul-03				66.67%	12	18			Diagnostic
Aug-03				78.69%	48	61			Diagnostic
Sep-03				74.19%	46	62			Diagnostic
Oct-03				74.51%	38	51			Diagnostic



Better  
Performance

Better  
Performance

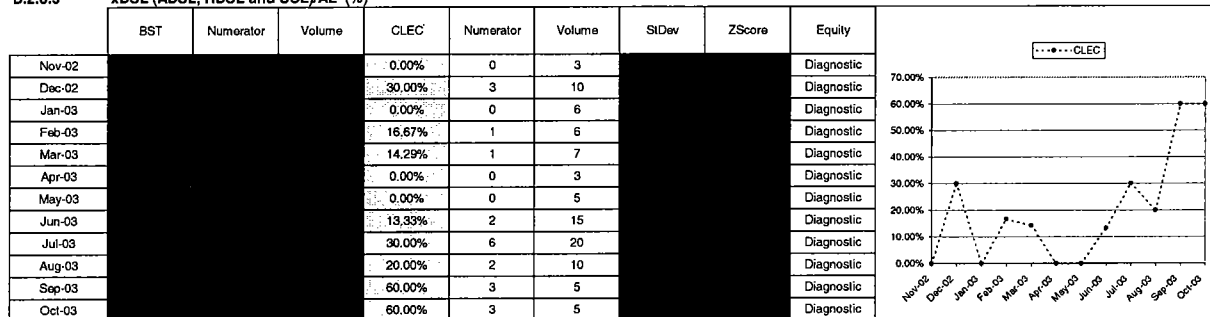
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Jeopardies - Non-Mechanized

(% of Orders in Jeopardy of not being Worked on Due Date)

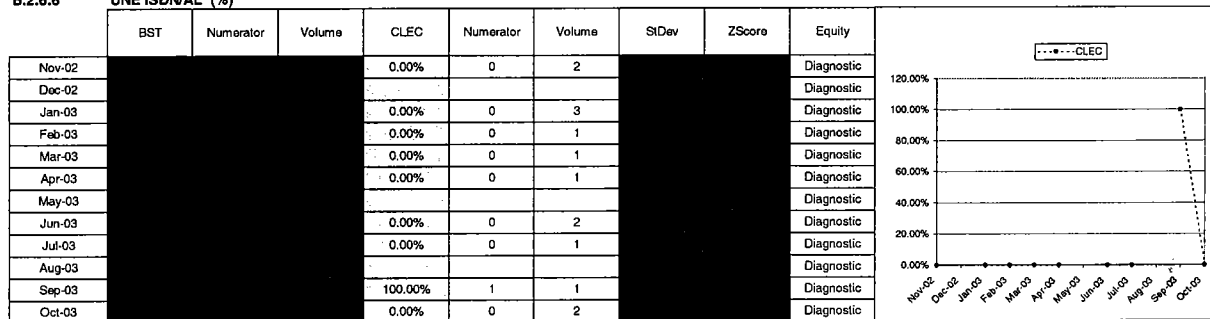
Numerator Indicates total number of orders in jeopardy of not being worked on due date for this disaggregation in the reporting period.

Volume indicates total number of service orders due for this disaggregation in the reporting period.

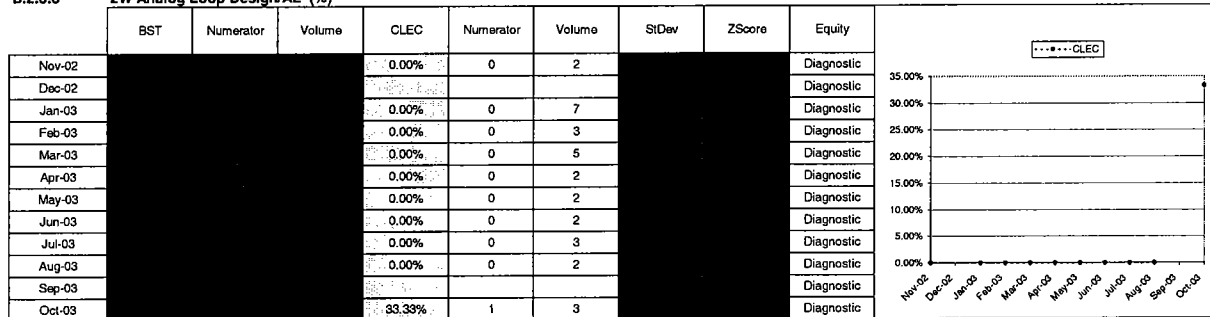
B.2.6.5 xDSL (ADSL, HDSL and UCL)AL (%)



B.2.6.6 UNE ISDNAL (%)



B.2.6.8 2W Analog Loop Design/AL (%)



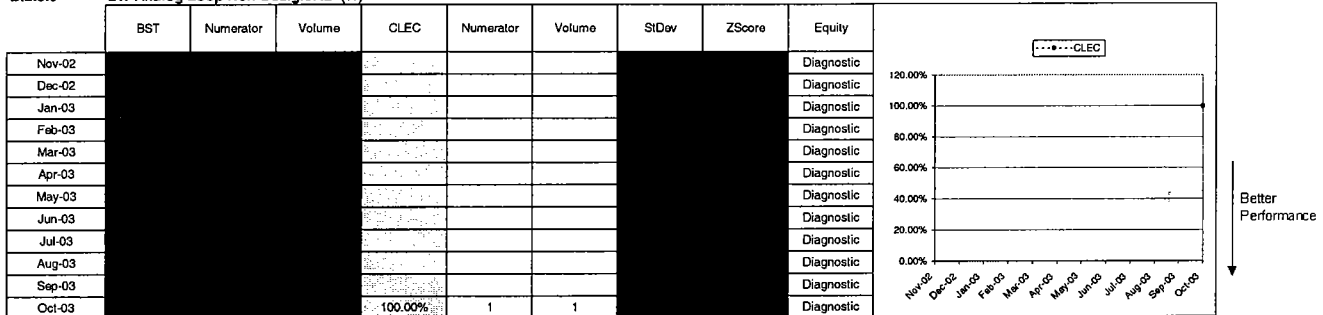


Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Jeopardies - Non-Mechanized

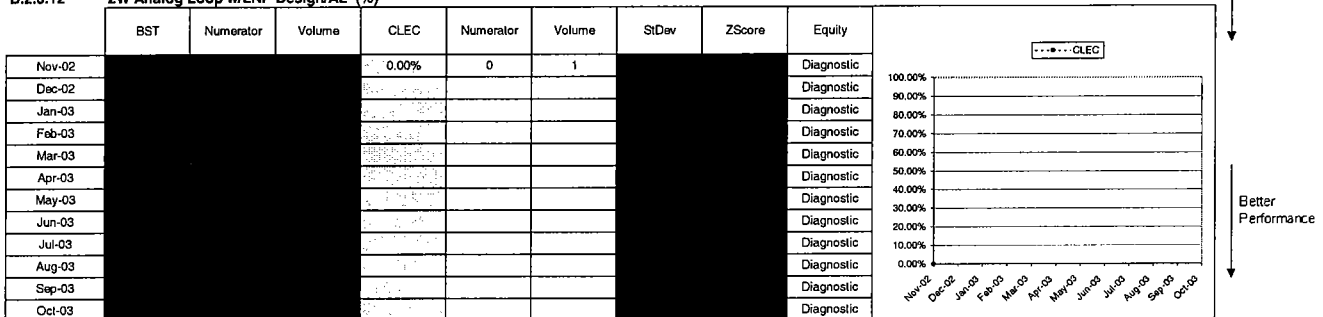
(% of Orders In Jeopardy of not being Worked on Due Date)

Numerator indicates total number of orders in jeopardy of not being worked on due date for this disaggregation in the reporting period.  
Volume indicates total number of service orders due for this disaggregation in the reporting period.

B.2.6.9 2W Analog Loop Non-Design/AL (%)



B.2.6.12 2W Analog Loop w/LNP Design/AL (%)



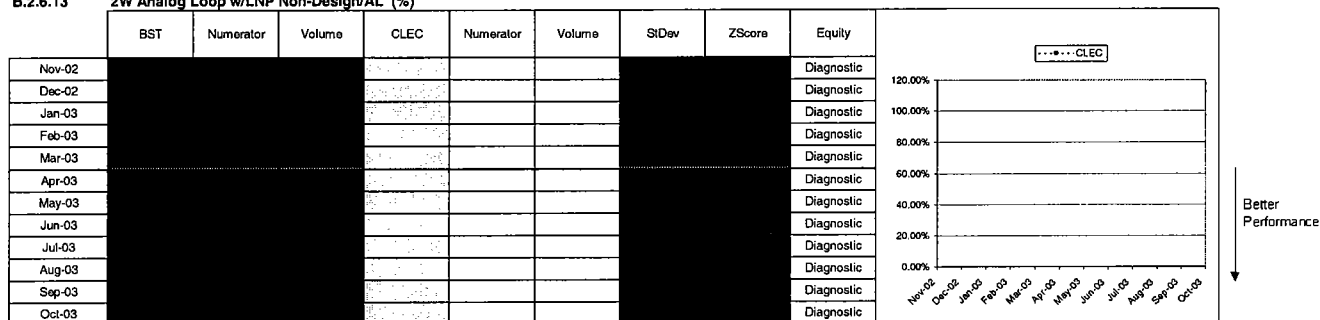
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Jeopardies - Non-Mechanized

(% of Orders In Jeopardy of not being Worked on Due Date)

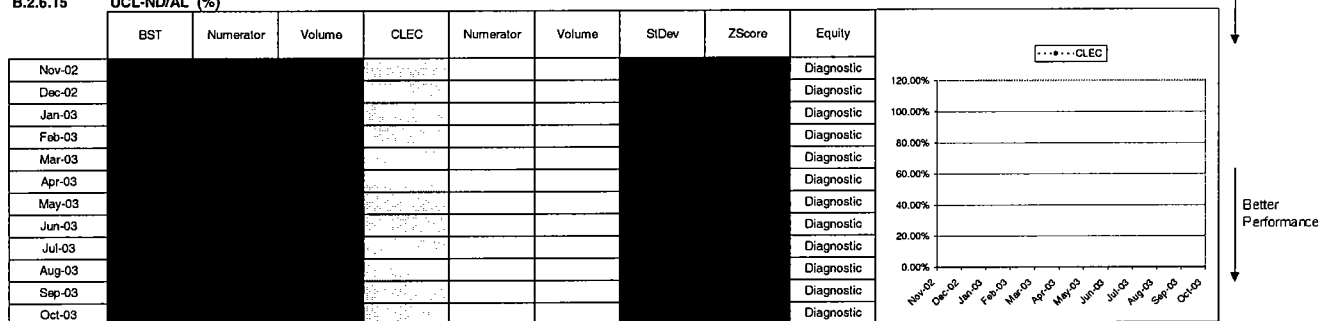
Numerator indicates total number of orders in jeopardy of not being worked on due date for this disaggregation in the reporting period.

Volume indicates total number of service orders due for this disaggregation in the reporting period.

B.2.6.13 2W Analog Loop w/LNP Non-Design/AL (%)



B.2.6.15 UCL-ND/AL (%)



Better Performance

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Jeopardy Notice Interval - Mechanized

(Average Time of Advanced Warning that Order Is In Jeopardy Prior to Due Date)

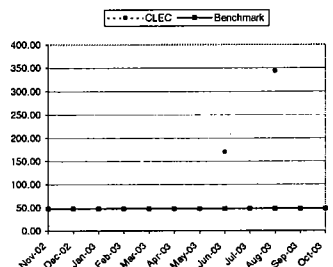
Numerator Indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.8.4

EELs/AL (hours)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	48.00								
Dec-02	48.00								
Jan-03	48.00								
Feb-03	48.00								
Mar-03	48.00								
Apr-03	48.00								
May-03	48.00								
Jun-03	48.00			170.00	170	1			YES
Jul-03	48.00								
Aug-03	48.00			344.00	344	1			YES
Sep-03	48.00								
Oct-03	48.00								



Better  
Performance

Better  
Performance

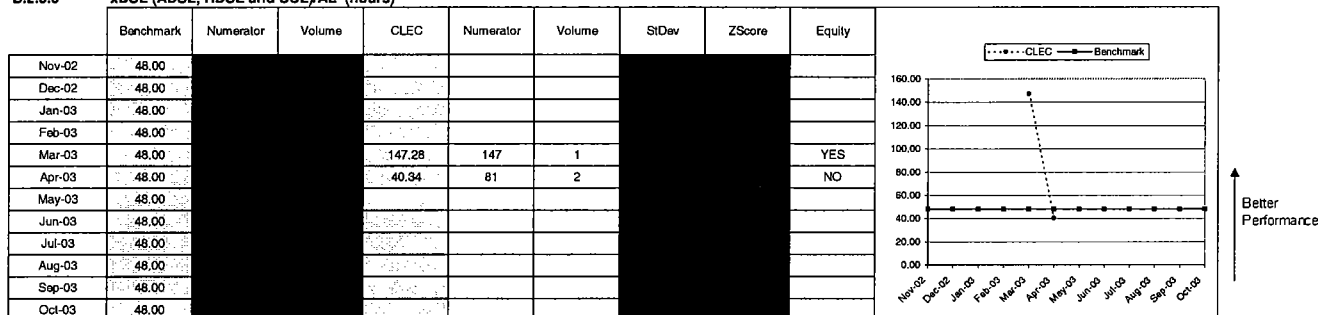
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Jeopardy Notice Interval - Mechanized

(Average Time of Advanced Warning that Order is in Jeopardy Prior to Due Date)

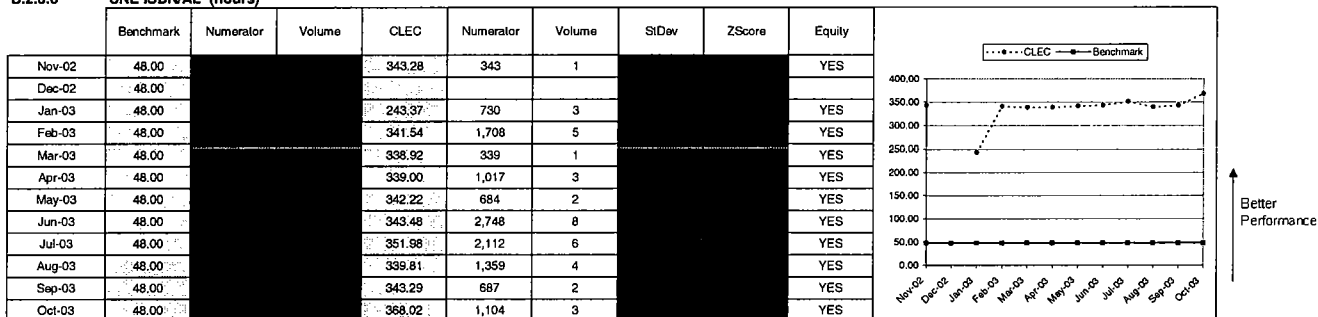
Numerator indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

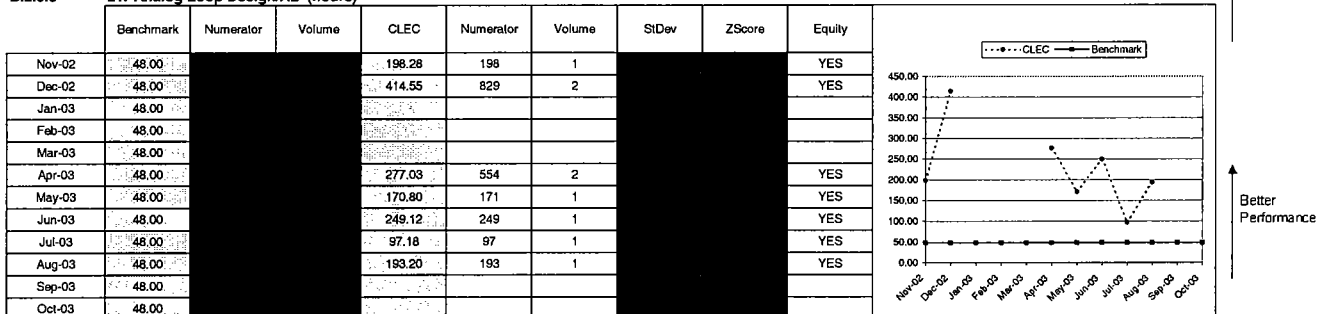
B.2.8.5 xDSL (ADSL, HDSL and UCL)AL (hours)



B.2.8.6 UNE ISDN/AL (hours)



B.2.8.8 2W Analog Loop Design/AL (hours)



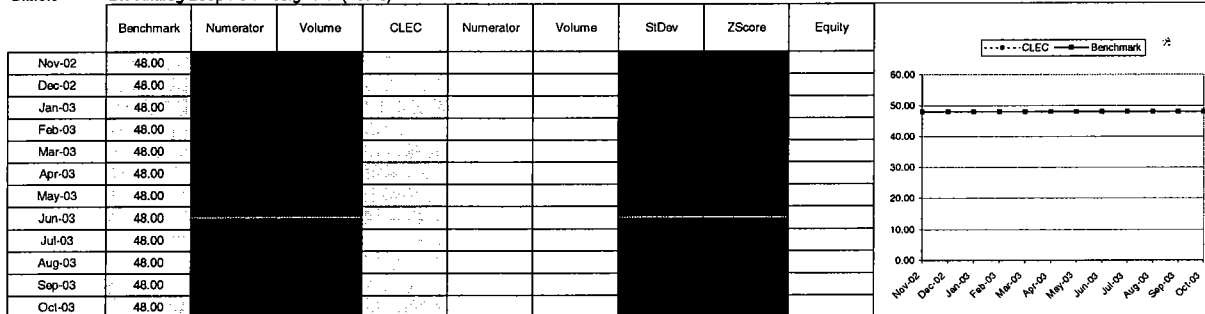
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Jeopardy Notice Interval - Mechanized

(Average Time of Advanced Warning that Order is In Jeopardy Prior to Due Date)

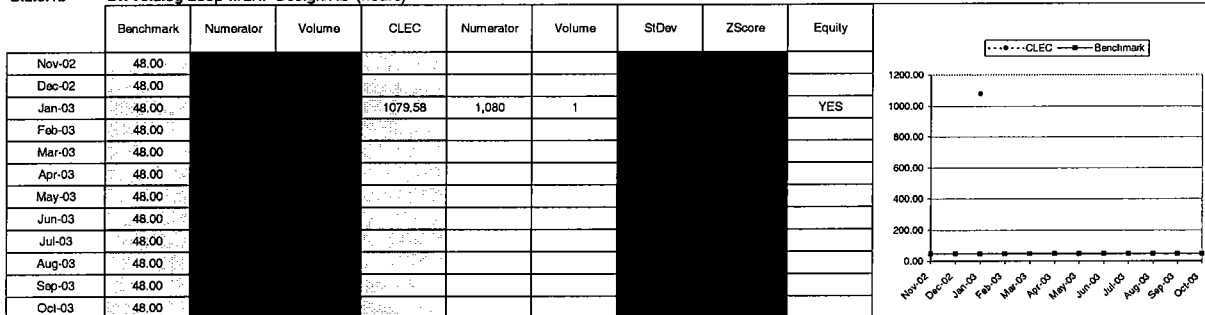
Numerator indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.8.9 2W Analog Loop Non-Design/AL (hours)



B.2.8.12 2W Analog Loop w/LNP Design/AL (hours)



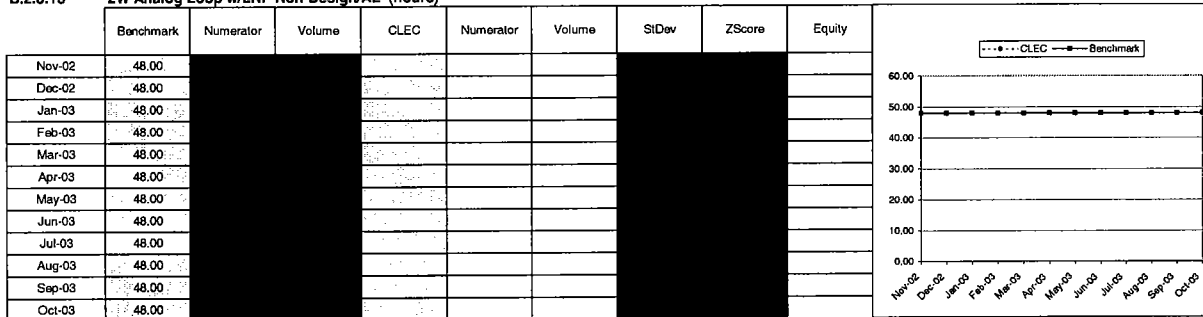
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Jeopardy Notice Interval - Mechanized

(Average Time of Advanced Warning that Order is in Jeopardy Prior to Due Date)

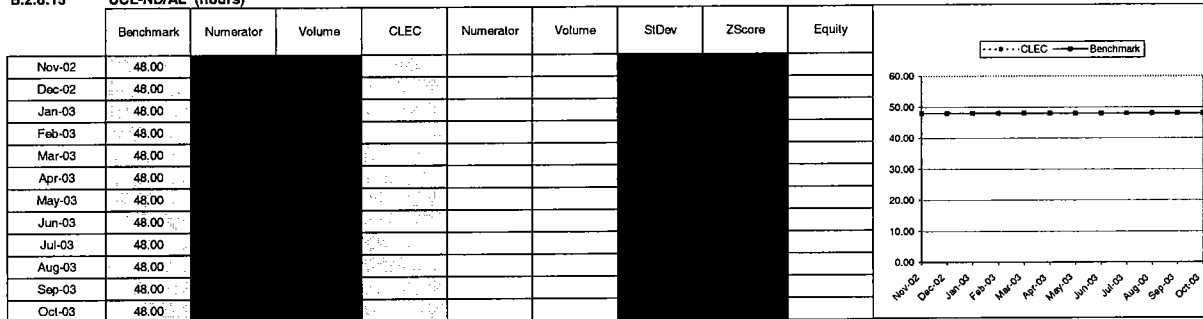
Numerator Indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.8.13 2W Analog Loop w/LNP Non-Design/AL (hours)



B.2.8.15 UCL-ND/AL (hours)



Alabama I, November 2002 - October 2003

Collocation - Collocation

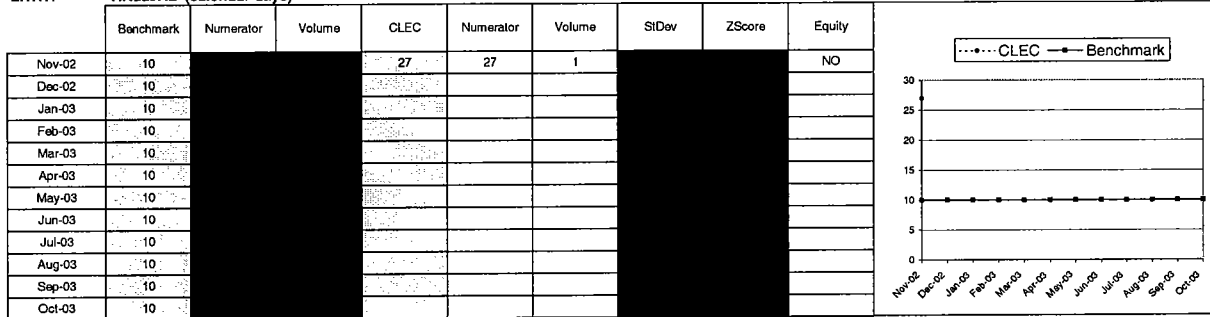
Average Response Time

(Average Time to Respond to a Collocation Application)

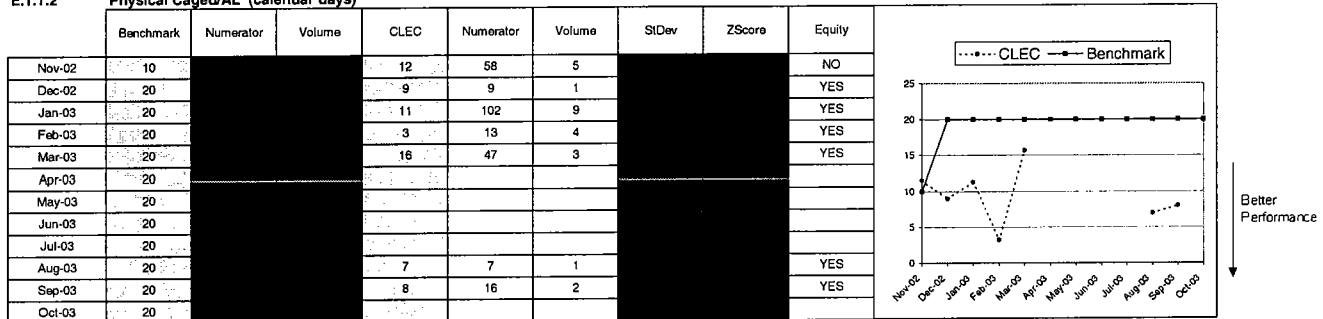
Numerator Indicates total time to respond to collocation applications for this disaggregation.

Volume Indicates number of responses sent to CLEC for this disaggregation.

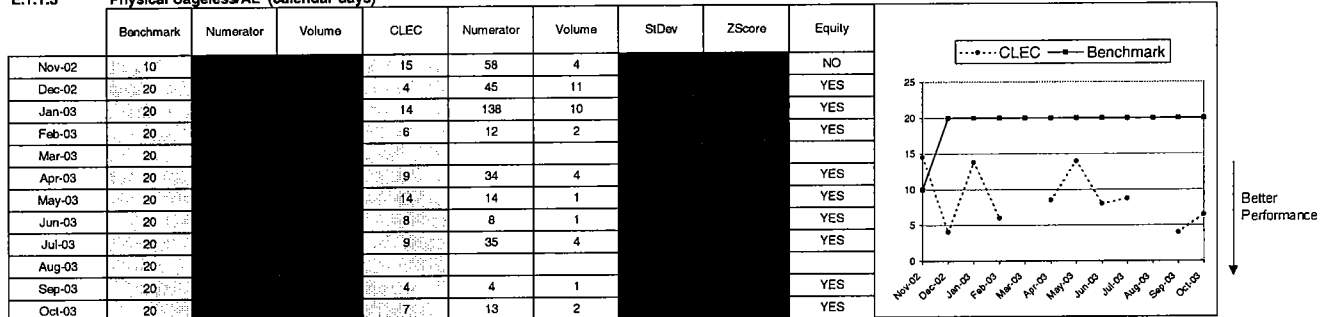
E.1.1.1 Virtual/AL (calendar days)



E.1.1.2 Physical Caged/AL (calendar days)



E.1.1.3 Physical Cageless/AL (calendar days)



Alabama I, November 2002 - October 2003

Collocation - Collocation

Average Arrangement Time

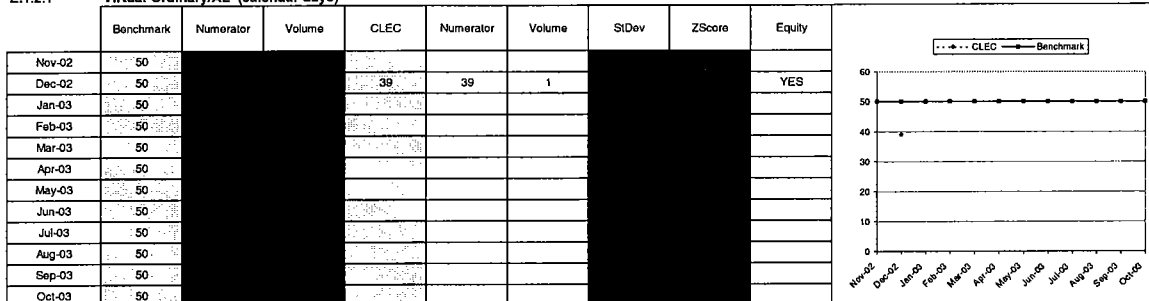
(Average Time to Provision a Collocation Arrangement)

Numerator indicates total time to provision collocation arrangements completed for this disaggregation.

Volume indicates total number of arrangements completed for this disaggregation.

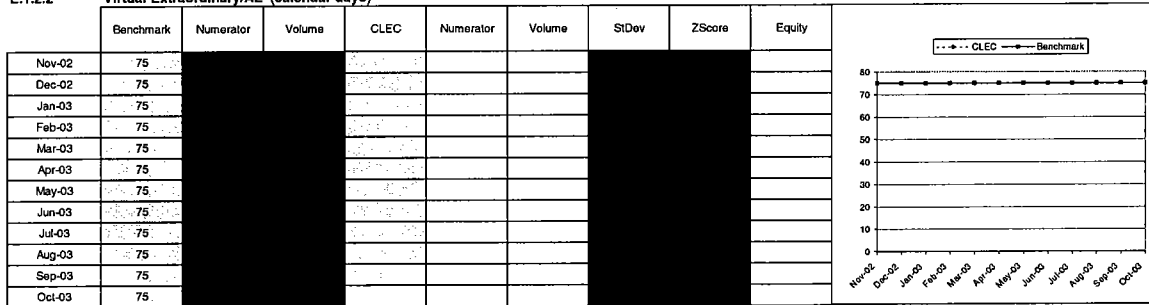
E.1.2.1

Virtual-Ordinary/AL (calendar days)



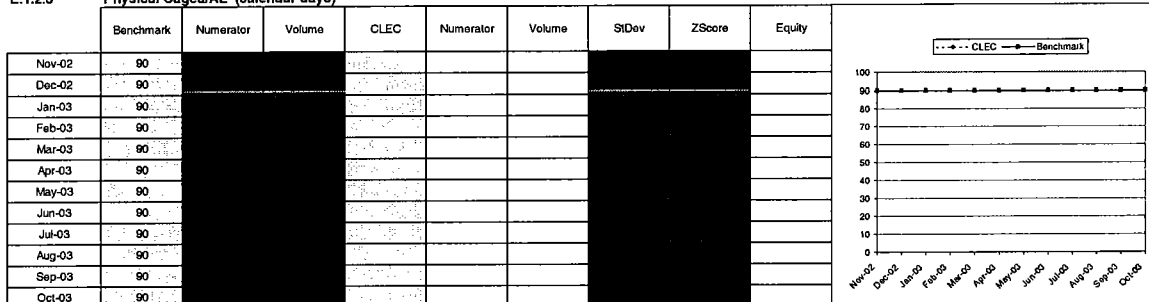
E.1.2.2

Virtual-Extraordinary/AL (calendar days)



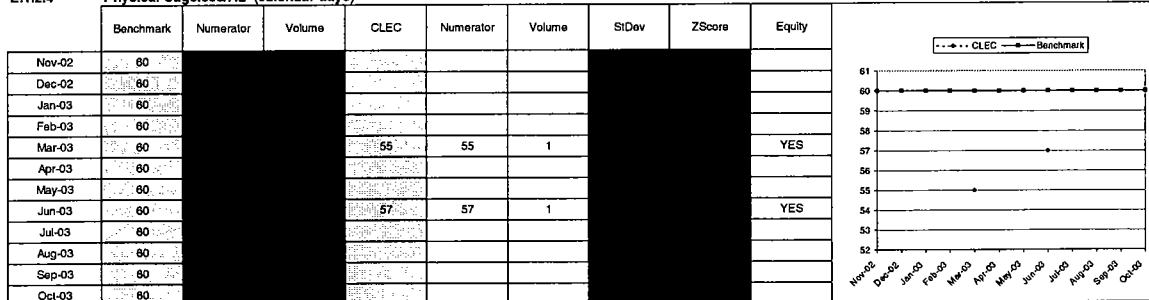
E.1.2.3

Physical Caged/AL (calendar days)



E.1.2.4

Physical Cageless/AL (calendar days)





Alabama I, November 2002 - October 2003

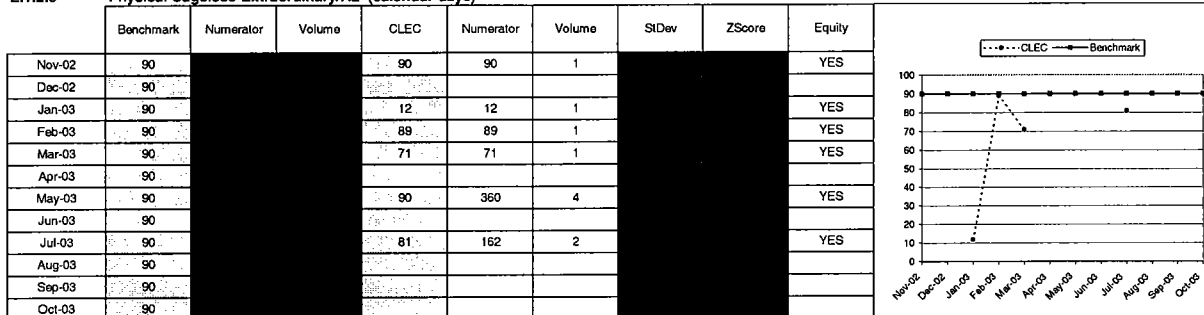
Collocation - Collocation  
Average Arrangement Time

(Average Time to Provision a Collocation Arrangement)

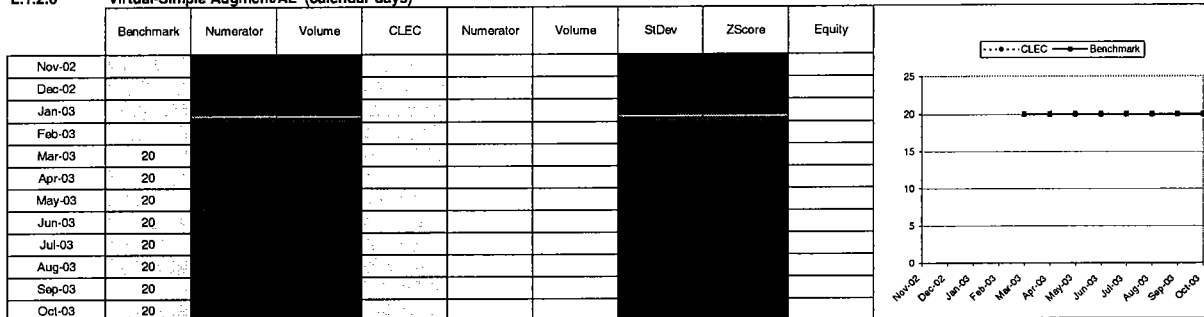
Numerator indicates total time to provision collocation arrangements completed for this disaggregation.

Volume indicates total number of arrangements completed for this disaggregation.

E.1.2.5 Physical Cageless-Extraordinary/AL (calendar days)



E.1.2.6 Virtual-Simple Augment/AL (calendar days)



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Performance

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Customer Trouble Report Rate  
(% of Total Troubles Reported)

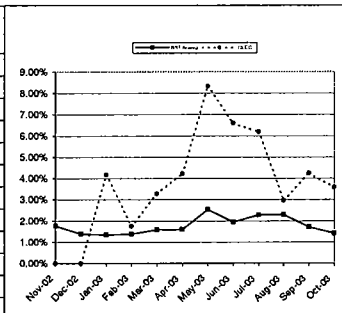
Numerator indicates total number of troubles reported for this disaggregation.

Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

B.3.2.4.1 EELs/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	1.76%	34,432	1,952,637	0.00%	0	35		0.7926	YES
Dec-02	1.39%	26,991	1,937,627	0.00%	0	38		0.7327	YES
Jan-03	1.35%	26,070	1,929,879	4.17%	2	48		-1.6899	NO
Feb-03	1.38%	25,981	1,879,975	1.75%	1	57		-0.2408	YES
Mar-03	1.58%	29,613	1,871,176	3.28%	2	61		-1.0614	YES
Apr-03	1.60%	29,783	1,858,236	4.23%	3	71		-1.7597	NO
May-03	2.53%	46,609	1,839,133	8.33%	7	84		-3.3817	NO
Jun-03	1.94%	35,392	1,823,728	6.60%	7	106		-3.4802	NO
Jul-03	2.28%	41,181	1,803,372	6.19%	7	113		-2.7832	NO
Aug-03	2.29%	40,979	1,787,816	2.96%	5	169		-0.5789	YES
Sep-03	1.70%	30,210	1,776,747	4.24%	27	637		-4.9545	NO
Oct-03	1.42%	25,064	1,759,994	3.58%	25	699		-4.8021	NO

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



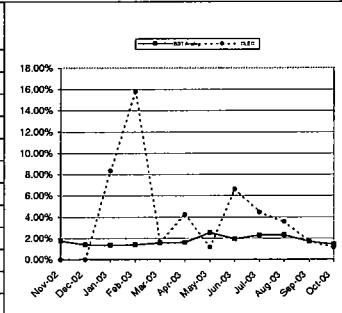
Better Performance

Better Performance

B.3.2.4.2 EELs/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	1.76%	34,432	1,952,637	0.00%	0	35		0.7926	YES
Dec-02	1.39%	26,991	1,937,627	0.00%	0	38		0.7327	YES
Jan-03	1.35%	26,070	1,929,879	8.33%	4	48		-4.1906	NO
Feb-03	1.38%	25,981	1,879,975	15.79%	9	57		-9.3173	NO
Mar-03	1.58%	29,613	1,871,176	1.64%	1	61		-0.0355	YES
Apr-03	1.60%	29,783	1,858,236	4.23%	3	71		-1.7597	NO
May-03	2.53%	46,609	1,839,133	1.19%	1	84		0.7836	YES
Jun-03	1.94%	35,392	1,823,728	6.60%	7	106		-3.4802	NO
Jul-03	2.28%	41,181	1,803,372	4.42%	5	113		-1.5237	YES
Aug-03	2.29%	40,979	1,787,816	3.55%	6	169		-1.0929	YES
Sep-03	1.70%	30,210	1,776,747	1.73%	11	637		-0.0518	YES
Oct-03	1.42%	25,064	1,759,994	1.14%	8	699		0.6238	YES

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



Better Performance

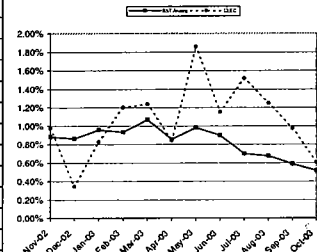
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Customer Trouble Report Rate  
(% of Total Troubles Reported)

Numerator Indicates total number of troubles reported for this disaggregation.  
Volume Indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

B.3.2.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	0.88%	505	57,116	0.97%	14	1,437		-0.3587	YES
Dec-02	0.86%	520	60,317	0.34%	5	1,459		2.1114	YES
Jan-03	0.96%	631	65,901	0.83%	12	1,448		0.4953	YES
Feb-03	0.93%	647	69,377	1.20%	17	1,413		-1.0425	YES
Mar-03	1.07%	773	72,457	1.24%	17	1,374		-0.6059	YES
Apr-03	0.86%	643	75,134	0.85%	12	1,420		0.0433	YES
May-03	0.98%	768	78,301	1.86%	26	1,400		-3.2815	NO
Jun-03	0.90%	740	82,548	1.15%	16	1,390		-0.9943	YES
Jul-03	0.70%	622	88,812	1.52%	21	1,385		-3.6003	NO
Aug-03	0.88%	639	94,838	1.25%	17	1,361		-2.5582	NO
Sep-03	0.59%	576	98,249	0.97%	13	1,337		-1.8312	NO
Oct-03	0.52%	530	102,854	0.80%	8	1,323		-0.4448	YES

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

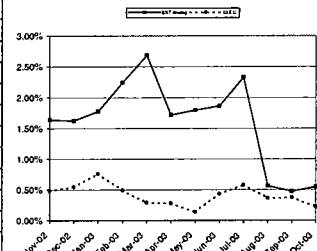


Better Performance

B.3.2.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	1.64%	936	57,116	0.49%	7	1,437		3.3682	YES
Dec-02	1.62%	978	60,317	0.55%	8	1,459		3.1808	YES
Jan-03	1.78%	1,170	65,901	0.76%	11	1,448		2.8694	YES
Feb-03	2.24%	1,555	69,377	0.50%	7	1,413		4.3398	YES
Mar-03	2.68%	1,942	72,457	0.28%	4	1,374		5.3587	YES
Apr-03	1.72%	1,289	75,134	0.26%	4	1,420		4.0869	YES
May-03	1.79%	1,405	78,301	0.14%	2	1,400		4.5724	YES
Jun-03	1.86%	1,536	82,548	0.43%	6	1,390		3.8734	YES
Jul-03	2.33%	2,066	88,812	0.58%	8	1,385		4.2339	YES
Aug-03	0.56%	534	94,838	0.37%	5	1,361		0.9600	YES
Sep-03	0.48%	468	98,249	0.37%	5	1,337		0.5387	YES
Oct-03	0.55%	560	102,854	0.23%	3	1,323		1.5598	YES

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

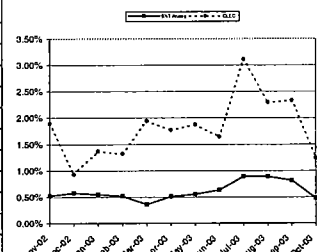


Better Performance

B.3.2.6.1 UNE ISDN/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	0.52%	30	5,731	1.89%	20	1,057		-5.6512	NO
Dec-02	0.58%	33	5,688	0.93%	9	965		-1.3292	YES
Jan-03	0.55%	31	5,642	1.37%	13	951		-3.1463	NO
Feb-03	0.52%	29	5,599	1.32%	12	908		-3.1212	NO
Mar-03	0.36%	20	5,528	1.94%	17	876		-7.2180	NO
Apr-03	0.51%	28	5,484	1.77%	15	848		-4.7723	NO
May-03	0.56%	30	5,392	1.88%	16	853		-4.8002	NO
Jun-03	0.63%	31	4,892	1.65%	14	851		-3.4209	NO
Jul-03	0.89%	43	4,848	3.11%	26	836		-6.3032	NO
Aug-03	0.88%	42	4,718	2.29%	19	829		-3.9449	NO
Sep-03	0.82%	38	4,654	2.33%	19	815		-4.4148	NO
Oct-03	0.48%	22	4,623	1.24%	10	807		-2.9002	NO

Note 1: ISDN - BRI data serves as the BST Analog for this report

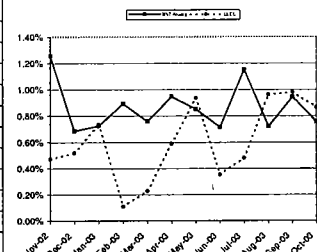


Better Performance

B.3.2.6.2 UNE ISDN/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	1.26%	72	5,731	0.47%	5	1,057		2.0876	YES
Dec-02	0.69%	39	5,688	0.52%	5	965		0.5811	YES
Jan-03	0.73%	41	5,642	0.74%	7	951		-0.0314	YES
Feb-03	0.89%	50	5,599	0.11%	1	908		2.3157	YES
Mar-03	0.76%	42	5,528	0.23%	2	876		1.6766	YES
Apr-03	0.95%	52	5,484	0.58%	5	848		0.9980	YES
May-03	0.85%	46	5,392	0.94%	8	853		-0.2490	YES
Jun-03	0.72%	35	4,892	0.35%	3	851		1.1552	YES
Jul-03	1.16%	56	4,848	0.48%	4	836		1.6812	YES
Aug-03	0.72%	34	4,718	0.97%	8	829		-0.7644	YES
Sep-03	0.65%	44	4,654	0.98%	8	815		-0.0980	YES
Oct-03	0.78%	35	4,623	0.87%	7	807		-0.3324	YES

Note 1: ISDN - BRI data serves as the BST Analog for this report



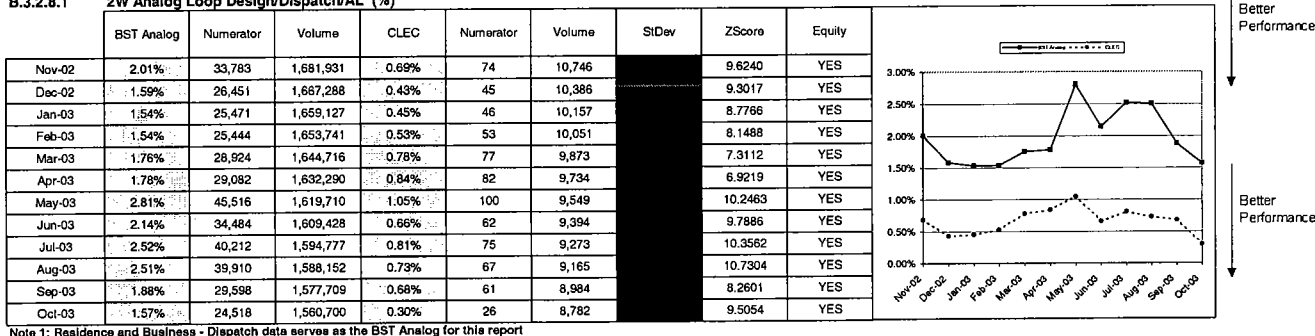
Better Performance

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Customer Trouble Report Rate  
(% of Total Troubles Reported)

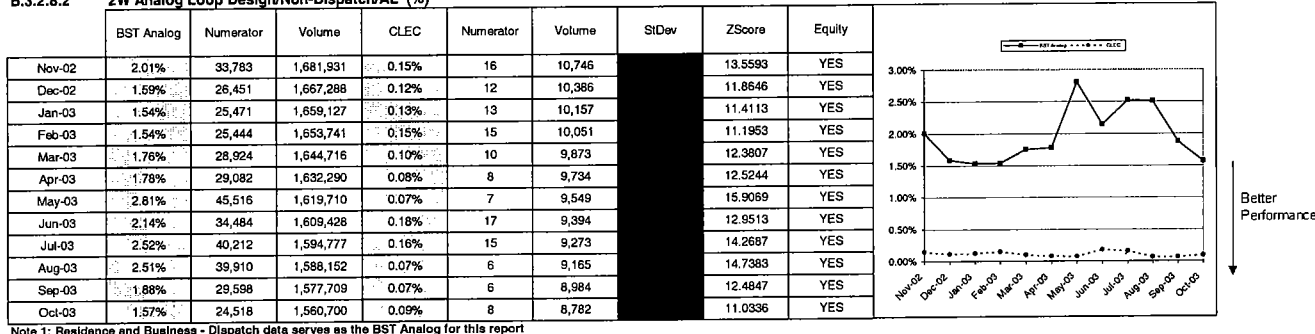
Numerator indicates total number of troubles reported for this disaggregation.

Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

B.3.2.8.1 2W Analog Loop Design/Dispatch/AL (%)



B.3.2.8.2 2W Analog Loop Design/Non-Dispatch/AL (%)



Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Customer Trouble Report Rate  
(% of Total Troubles Reported)

Numerator indicates total number of troubles reported for this disaggregation.

Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

B.3.2.9.1 2W Analog Loop Non-Design/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity	
Nov-02	2.14%	33,311	1,557,087	0.00%	0	3		0.2533	YES	<p>Better Performance</p>
Dec-02	1.69%	26,132	1,546,237	0.00%	0	2		0.1854	YES	
Jan-03	1.63%	25,007	1,538,760	0.00%	0	2		0.1818	YES	
Feb-03	1.63%	25,063	1,534,493	0.00%	0	2		0.1822	YES	
Mar-03	1.85%	28,464	1,526,250	0.00%	0	2		0.1950	YES	
Apr-03	1.89%	28,691	1,514,445	0.00%	0	2		0.1965	YES	
May-03	2.99%	44,911	1,502,466	0.00%	0	2		0.2482	YES	
Jun-03	2.28%	34,018	1,492,743	0.00%	0	2		0.2160	YES	
Jul-03	2.68%	39,672	1,478,687	0.00%	0	2		0.2348	YES	
Aug-03	2.68%	39,429	1,473,144	0.00%	0	2		0.2345	YES	
Sep-03	2.00%	29,208	1,463,457	0.00%	0	2		0.2018	YES	
Oct-03	1.67%	24,152	1,447,091	0.00%	0	7		0.4658	YES	

Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

B.3.2.9.2 2W Analog Loop Non-Design/Non-Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity	
Nov-02	1.12%	17,462	1,557,087	0.00%	0	3		0.1834	YES	<p>Better Performance</p>
Dec-02	1.00%	15,437	1,546,237	0.00%	0	2		0.1420	YES	
Jan-03	0.92%	14,155	1,538,760	0.00%	0	2		0.1363	YES	
Feb-03	0.86%	13,242	1,534,493	0.00%	0	2		0.1319	YES	
Mar-03	1.03%	15,793	1,526,250	0.00%	0	2		0.1446	YES	
Apr-03	0.93%	14,144	1,514,445	0.00%	0	2		0.1373	YES	
May-03	1.47%	22,086	1,502,466	0.00%	0	2		0.1727	YES	
Jun-03	1.23%	18,373	1,492,743	0.00%	0	2		0.1579	YES	
Jul-03	1.27%	18,788	1,478,687	0.00%	0	2		0.1604	YES	
Aug-03	1.25%	18,482	1,473,144	0.00%	0	2		0.1594	YES	
Sep-03	0.95%	13,966	1,463,457	0.00%	0	2		0.1388	YES	
Oct-03	0.79%	11,368	1,447,091	0.00%	0	7		0.3196	YES	

Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

Better Performance

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Customer Trouble Report Rate  
(% of Total Troubles Reported)

Numerator indicates total number of troubles reported for this disaggregation.

Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

B.3.2.11.1 UCL-ND/Dispatch/AL (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity	
Nov-02	2.01%	33,783	1,681,931	0.00%	0	10		0.4527	YES	
Dec-02	1.59%	26,451	1,667,288	0.00%	0	10		0.4015	YES	
Jan-03	1.54%	25,471	1,659,127	0.00%	0	10		0.3949	YES	
Feb-03	1.54%	25,444	1,653,741							
Mar-03	1.76%	28,924	1,644,716	0.00%	0	10		0.4231	YES	
Apr-03	1.78%	29,082	1,632,290	0.00%	0	10		0.4259	YES	
May-03	2.81%	45,516	1,619,710	0.00%	0	8		0.4809	YES	
Jun-03	2.14%	34,484	1,609,428	0.00%	0	6		0.3625	YES	
Jul-03	2.52%	40,212	1,594,777	0.00%	0	6		0.3940	YES	
Aug-03	2.51%	39,910	1,588,152	50.00%	2	4		-6.0679	NO	
Sep-03	1.88%	29,598	1,577,709	0.00%	0	4		0.2765	YES	
Oct-03	1.57%	24,518	1,560,700	0.00%	0	4		0.2527	YES	

Note 1: Retail Residence / Business data serves as the BST Analog for this report

B.3.2.11.2 UCL-ND/Non-Dispatch/AL (%)

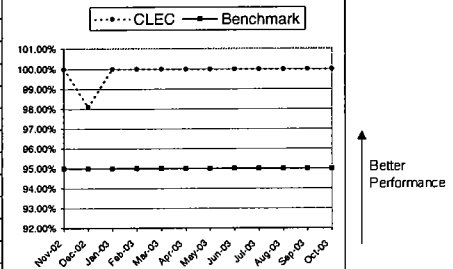
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity	
Nov-02	1.12%	18,804	1,681,931	0.00%	0	10		0.3362	YES	
Dec-02	1.01%	16,869	1,667,288	0.00%	0	10		0.3197	YES	
Jan-03	0.97%	16,080	1,659,127	0.00%	0	10		0.3128	YES	
Feb-03	0.89%	14,721	1,653,741							
Mar-03	1.06%	17,420	1,644,716	0.00%	0	10		0.3272	YES	
Apr-03	0.97%	15,778	1,632,290	0.00%	0	10		0.3124	YES	
May-03	1.45%	23,478	1,619,710	0.00%	0	8		0.3430	YES	
Jun-03	1.23%	19,839	1,609,428	0.00%	0	6		0.2736	YES	
Jul-03	1.27%	20,277	1,594,777	0.00%	0	6		0.2780	YES	
Aug-03	1.27%	20,116	1,588,152	0.00%	0	4		0.2265	YES	
Sep-03	0.97%	15,230	1,577,709	0.00%	0	4		0.1975	YES	
Oct-03	0.81%	12,714	1,560,700	0.00%	0	4		0.1813	YES	

Note 1: Retail Residence / Business data serves as the BST Analog for this report

Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Cooperative Test Attempts for xDSL  
(% of Test Attempts that are Cooperative)  
Numerator indicates total number of cooperative test attempts.  
Volume indicates total number of line tests.

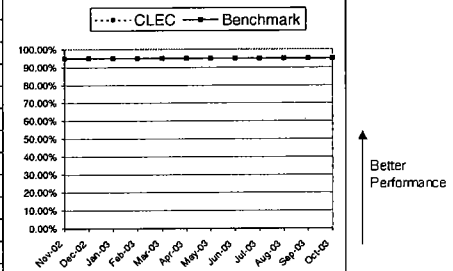
B.2.33.1 xDSL (ADSL, HDSL and UCL)AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	32	32			YES
Dec-02	95.00%			98.11%	52	53			YES
Jan-03	95.00%			100.00%	42	42			YES
Feb-03	95.00%			100.00%	27	27			YES
Mar-03	95.00%			100.00%	27	27			YES
Apr-03	95.00%			100.00%	104	104			YES
May-03	95.00%			100.00%	34	34			YES
Jun-03	95.00%			100.00%	55	55			YES
Jul-03	95.00%			100.00%	57	57			YES
Aug-03	95.00%			100.00%	37	37			YES
Sep-03	95.00%			100.00%	22	22			YES
Oct-03	95.00%			100.00%	26	26			YES



B.2.33.2 xDSL Other/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								



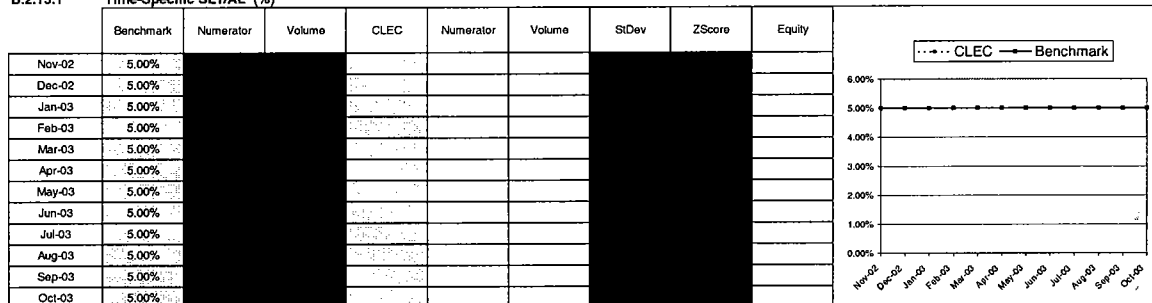
Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Hot Cuts > 15 minutes Late

(% of Hot Cuts Performed More Than 15 Minutes After Scheduled Cut)

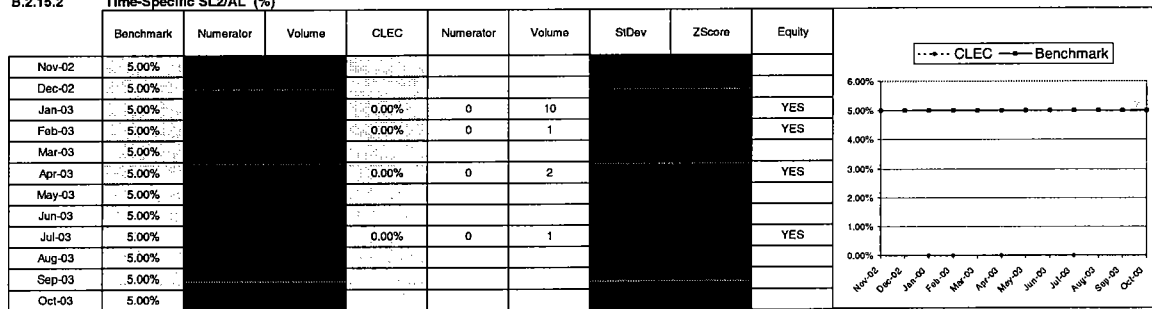
Numerator Indicates total number of hot cuts performed more than 15 minutes after scheduled cut in the reporting period.

Volume Indicates total number of hot cut service orders completed for this disaggregation in the reporting period.

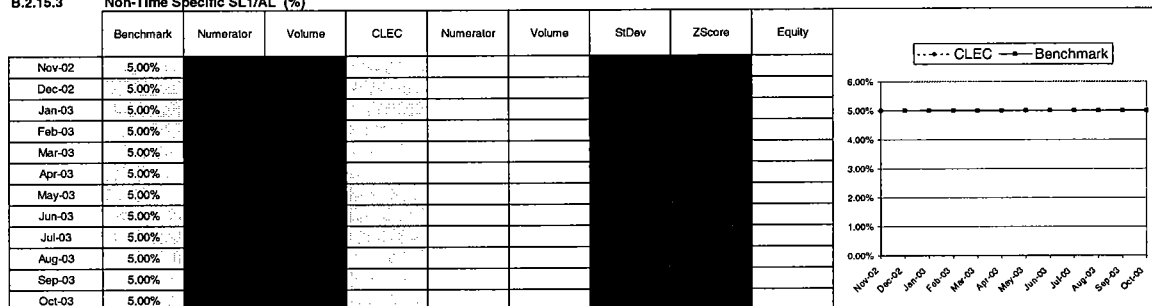
B.2.15.1 Time-Specific SL1/AL (%)



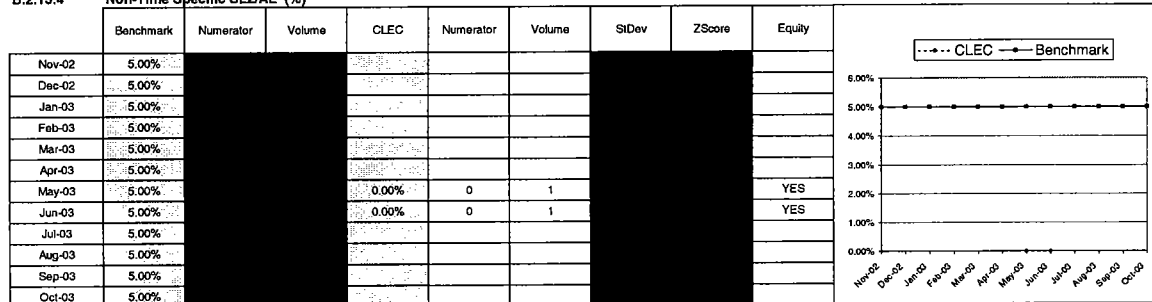
B.2.15.2 Time-Specific SL2/AL (%)



B.2.15.3 Non-Time Specific SL1/AL (%)



B.2.15.4 Non-Time Specific SL2/AL (%)





Alabama I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Hot Cuts > 15 minutes Early

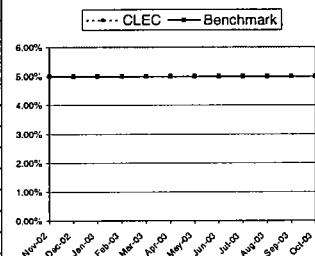
(% of Hot Cuts Performed More Than 15 Minutes Before Scheduled Cut)

Numerator Indicates total number of hot cuts performed more than 15 minutes before scheduled cut in the reporting period.

Volume Indicates total number of hot cut service orders completed for this disaggregation in the reporting period.

B.2.13.1 Time-Specific SL1/AL (%)

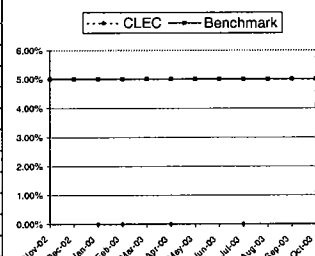
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.00%								
Dec-02	5.00%								
Jan-03	5.00%								
Feb-03	5.00%								
Mar-03	5.00%								
Apr-03	5.00%								
May-03	5.00%								
Jun-03	5.00%								
Jul-03	5.00%								
Aug-03	5.00%								
Sep-03	5.00%								
Oct-03	5.00%								



Better  
Performance

B.2.13.2 Time-Specific SL2/AL (%)

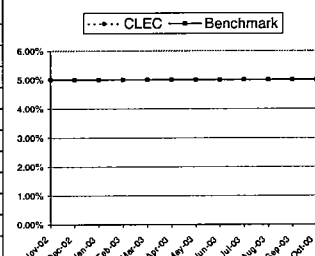
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.00%								
Dec-02	5.00%								
Jan-03	5.00%			0.00%	0	10			YES
Feb-03	5.00%			0.00%	0	1			YES
Mar-03	5.00%								
Apr-03	5.00%			0.00%	0	2			YES
May-03	5.00%								
Jun-03	5.00%								
Jul-03	5.00%			0.00%	0	1			YES
Aug-03	5.00%								
Sep-03	5.00%								
Oct-03	5.00%								



Better  
Performance

B.2.13.3 Non-Time Specific SL1/AL (%)

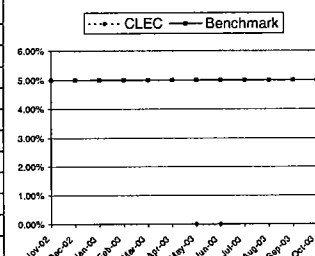
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.00%								
Dec-02	5.00%								
Jan-03	5.00%								
Feb-03	5.00%								
Mar-03	5.00%								
Apr-03	5.00%								
May-03	5.00%								
Jun-03	5.00%								
Jul-03	5.00%								
Aug-03	5.00%								
Sep-03	5.00%								
Oct-03	5.00%								



Better  
Performance

B.2.13.4 Non-Time Specific SL2/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.00%								
Dec-02	5.00%								
Jan-03	5.00%								
Feb-03	5.00%								
Mar-03	5.00%								
Apr-03	5.00%								
May-03	5.00%			0.00%	0	1			YES
Jun-03	5.00%			0.00%	0	1			YES
Jul-03	5.00%								
Aug-03	5.00%								
Sep-03	5.00%								
Oct-03	5.00%								



Better  
Performance

Trunk Group Performance - Aggregate

Alabama		Average blocking percentage by hour																							
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Nov-02	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0003	0.0002	0.0000	0.0000	0.0003	0.0001	0.0006	0.0000	0.0000	0.0016	0.0000	0.0000	0.0000	0.0000	0.0000
	CLEC	0.0000	0.0000	0.0000	0.0000	0.0003	0.0000	0.0000	0.0000	0.0014	0.0270	0.0341	0.0756	0.0719	0.0215	0.0559	0.0352	0.0726	0.0742	0.0796	0.0903	0.0363	0.0000	0.0000	0.0000
	Difference	0.0000	0.0000	0.0000	0.0000	-0.0003	0.0000	0.0000	0.0000	-0.0014	-0.0267	-0.0339	-0.0756	-0.0719	-0.0212	-0.0558	-0.0346	-0.0726	-0.0742	-0.0780	-0.0902	-0.0363	0.0000	0.0000	-0.0078
Dec-02	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0001	0.0004	0.0001	0.0001	0.0192	0.0001	0.0001	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	CLEC	0.0000	0.0000	0.0000	0.0018	0.0044	0.0000	0.0000	0.0000	0.0000	0.0131	0.0012	0.0001	0.0003	0.0008	0.0005	0.0003	0.0002	0.0000	0.0020	0.0000	0.0000	0.0000	0.0000	
	Difference	0.0000	0.0000	0.0000	-0.0018	-0.0044	0.0000	0.0000	0.0000	0.0001	-0.0127	-0.0008	0.0000	0.0189	-0.0007	-0.0004	-0.0003	-0.0001	0.0000	-0.0020	0.0000	0.0000	0.0000	0.0000	0.0000
Jan-03	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0001	0.0001	0.0002	0.0000	0.0001	0.0010	0.0001	0.0000	0.0005	0.0000	0.0023	0.0062	0.0011	0.0000	0.0000
	CLEC	0.0000	0.0000	0.0126	0.0000	0.0001	0.0126	0.0003	0.0000	0.0033	0.0175	0.0252	0.0142	0.0050	0.0163	0.0104	0.0288	0.0164	0.0058	0.0083	0.0064	0.0053	0.0104	0.0013	0.0000
	Difference	0.0000	0.0000	-0.0126	0.0000	0.0004	-0.0126	-0.0003	0.0000	-0.0033	-0.0174	-0.0251	-0.0140	-0.0050	-0.0162	-0.0094	-0.0287	-0.0164	-0.0053	-0.0083	-0.0041	0.0009	-0.0093	-0.0013	0.0000
Feb-03	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0039	0.0034	0.0000	0.0000	0.0000	0.0000	0.0001	0.0011	0.0242	0.0111	0.0000	0.0000
	CLEC	0.0001	0.0002	0.0000	0.0000	0.0000	0.0000	0.0001	0.0000	0.0049	0.0086	0.0216	0.0078	0.0010	0.0035	0.0001	0.0010	0.0008	0.0007	0.0049	0.0021	0.0048	0.0028	0.0003	0.0000
	Difference	-0.0001	-0.0002	0.0000	0.0000	0.0000	0.0000	-0.0001	0.0000	-0.0049	-0.0086	-0.0216	-0.0078	-0.0010	-0.0035	-0.0001	-0.0010	-0.0008	-0.0007	-0.0049	-0.0048	-0.0010	0.0194	0.0083	-0.0003
Mar-03	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0016	0.0072	0.0106	0.0077	0.0024	0.0125	0.0000	0.0000	0.0000	0.0000	0.0008	0.0040	0.0269	0.0050	0.0000	0.0000
	CLEC	0.0000	0.0000	0.0001	0.0000	0.0000	0.0000	0.0000	0.0003	0.0001	0.0031	0.0311	0.0029	0.0011	0.0002	0.0008	0.0006	0.0040	0.0069	0.0020	0.0010	0.0049	0.0007	0.0003	0.0000
	Difference	0.0000	0.0000	0.0000	-0.0001	-0.0002	0.0000	0.0000	0.0000	-0.0003	0.0015	0.0041	-0.0205	0.0048	0.0013	0.0123	-0.0008	-0.0006	-0.0040	-0.0069	-0.0012	0.0030	0.0220	0.0043	-0.0003
Apr-03	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0009	0.0007	0.0007	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0001	0.0148	0.0060	0.0000	0.0000
	CLEC	0.0001	0.0000	0.0000	0.0000	0.0004	0.0000	0.0000	0.0003	0.0032	0.0147	0.0141	0.0015	0.0019	0.0004	0.0038	0.0018	0.0008	0.0008	0.0037	0.0200	0.0128	0.0278	0.0000	0.0000
	Difference	-0.0001	0.0000	0.0000	0.0000	-0.0004	0.0000	0.0000	0.0000	-0.0003	-0.0023	-0.0140	-0.0134	-0.0015	-0.0019	-0.0004	-0.0035	-0.0018	-0.0008	0.0125	-0.0037	-0.0199	0.0020	-0.0218	-0.0001
May-03	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0001	0.0013	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0013	0.0033	0.0000	0.0000
	CLEC	0.0118	0.0001	0.0000	0.0000	0.0000	0.0131	0.0000	0.0000	0.0009	0.0160	0.0206	0.0464	0.0032	0.0372	0.0202	0.0456	0.0258	0.0190	0.0078	0.0144	0.0332	0.0613	0.0135	0.0001
	Difference	-0.0118	-0.0001	0.0000	0.0000	0.0000	-0.0131	0.0000	0.0000	-0.0009	-0.0159	-0.0193	-0.0464	-0.0032	-0.0372	-0.0193	-0.0379	-0.0243	-0.0190	-0.0078	-0.0144	-0.0319	-0.0580	-0.0135	-0.0001
Jun-03	BellSouth	0.0000	0.0000	0.0003	0.0000	0.0000	0.0000	0.0000	0.0000	0.0006	0.0062	0.0092	0.0010	0.0000	0.0001	0.0022	0.0006	0.0017	0.0000	0.0000	0.0000	0.0001	0.0058	0.0000	0.0000
	CLEC	0.0000	0.0000	0.0008	0.0000	0.0011	0.0038	0.0000	0.0000	0.0003	0.0091	0.0096	0.0007	0.0108	0.0034	0.0122	0.0081	0.0076	0.0027	0.0000	0.0009	0.0028	0.0136	0.0001	0.0000
	Difference	0.0000	0.0000	-0.0005	0.0000	-0.0011	-0.0038	0.0000	0.0000	0.0000	0.0003	-0.0029	-0.0004	0.0003	-0.0108	-0.0033	-0.0100	-0.0175	-0.0059	-0.0027	0.0000	-0.0009	-0.0027	-0.0078	-0.0001
Jul-03	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0011	0.0004	0.0001	0.0002	0.0000	0.0004	0.0000	0.0002	0.0000	0.0000	0.0148	0.0668	0.0309	0.0000
	CLEC	0.1095	0.0048	0.0000	0.0000	0.0022	0.0000	0.0000	0.0000	0.0000	0.0352	0.0076	0.0328	0.0046	0.0122	0.0214	0.0761	0.0163	0.0048	0.0013	0.0003	0.0042	0.0145	0.0153	0.0334
	Difference	-0.1095	-0.0048	0.0000	0.0000	-0.0022	0.0000	0.0000	0.0000	0.0000	-0.0352	-0.0065	-0.0324	-0.0045	-0.0120	-0.0214	-0.0757	-0.0163	-0.0046	-0.0013	-0.0003	0.0106	0.0523	0.0156	-0.0334
Aug-03	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0003	0.0000	0.0000	0.0000	0.0000	0.0073	0.0004	0.0003	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0012	0.0000	0.0002	0.0011	0.0008	0.0000
	CLEC	0.0035	0.0074	0.0000	0.0000	0.0005	0.0000	0.0001	0.0486	0.1060	0.0355	0.0181	0.0027	0.0068	0.0143	0.0436	0.0025	0.0138	0.0009	0.0090	0.0003	0.0034	0.0296	0.0006	0.0006
	Difference	-0.0035	-0.0074	0.0000	0.0000	-0.0002	0.0000	-0.0001	-0.0486	-0.1060	-0.0282	-0.0177	-0.0024	-0.0068	-0.0143	-0.0436	-0.0025	-0.0138	-0.0009	-0.0078	-0.0003	-0.0232	-0.0285	0.0002	-0.0006
Sep-03	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0003	0.0006	0.0000	0.0000	0.0000	0.0018	0.0489	0.0408	0.0203	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	CLEC	0.0353	0.0000	0.0000	0.0000	0.0012	0.0000	0.0000	0.0000	0.0003	0.0889	0.0883	0.0701	0.0684	0.1127	0.0163	0.0285	0.1597	0.1147	0.2049	0.0829	0.0229	0.0189	0.0008	0.0000
	Difference	-0.0353	0.0000	0.0000	0.0000	-0.0012	0.0000	0.0000	0.0000	0.0000	-0.0886	-0.0877	-0.0701	-0.0684	-0.1127	-0.0145	-0.0204	-0.1189	-0.0944	-0.2049	-0.0829	-0.0229	-0.0189	-0.0008	0.0000
Oct-03	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0001	0.0005	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	CLEC	0.0871	0.0192	0.0000	0.0000	0.0012	0.0000	0.0000	0.0000	0.0473	0.0364	0.0474	0.0713	0.0042	0.0073	0.0545	0.0928	0.0550	0.0536	0.0186	0.0143	0.0176	0.0249	0.0000	0.0000
	Difference	-0.0871	-0.0192	0.0000	0.0000	-0.0012	0.0000	0.0000	0.0000	0.0000	-0.0473	-0.0363	-0.0469	-0.0713	-0.0042	-0.0073	-0.0545	-0.0927	-0.0550	-0.0536	-0.0186	-0.0143	-0.0176	-0.0249	0.0000

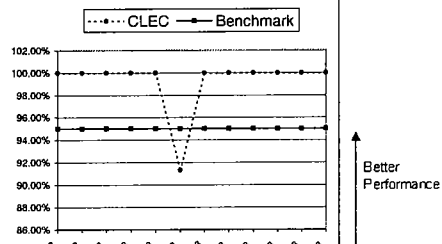
Alabama I, November 2002 - October 2003  
Local Interconnection Trunks - Ordering  
FOC Timeliness

(% of FOCs within 10 days)

Numerator indicates total number of CLEC firm order confirmation intervals for this disaggregation in the reporting period.  
Volume indicates total number of trunk service requests confirmed for this disaggregation in the reporting period.

C.1.3 Local Interconnection Trunks/AL (%)

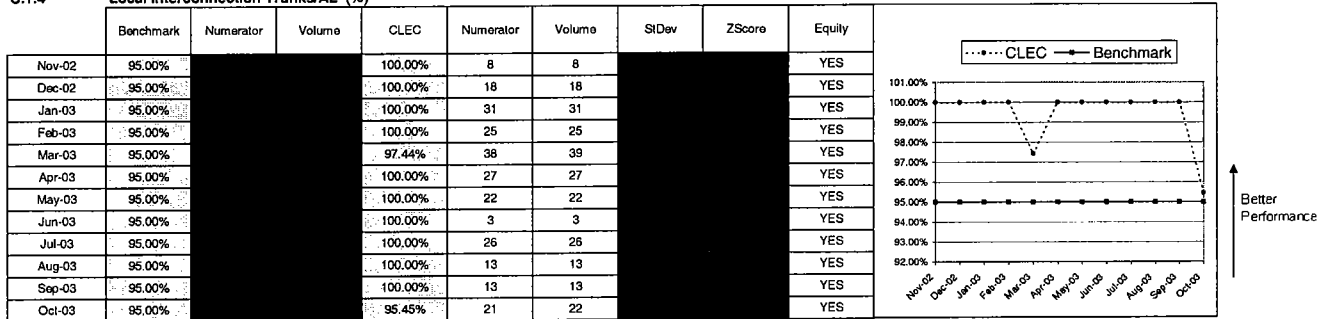
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	95.00%			100.00%	12	12			YES
Dec-02	95.00%			100.00%	14	14			YES
Jan-03	95.00%			100.00%	25	25			YES
Feb-03	95.00%			100.00%	23	23			YES
Mar-03	95.00%			100.00%	48	48			YES
Apr-03	95.00%			91.30%	42	46			NO
May-03	95.00%			100.00%	22	22			YES
Jun-03	95.00%			100.00%	5	5			YES
Jul-03	95.00%			100.00%	23	23			YES
Aug-03	95.00%			100.00%	19	19			YES
Sep-03	95.00%			100.00%	17	17			YES
Oct-03	95.00%			100.00%	22	22			YES



Alabama I, November 2002 - October 2003  
Local Interconnection Trunks - Ordering  
FOC & Reject Response Completeness  
(% of ASRs responded to only once [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

C.1.4 Local Interconnection Trunks/AL (%)



Alabama I, November 2002 - October 2003  
Local Interconnection Trunks - Provisioning  
Order Completion Interval

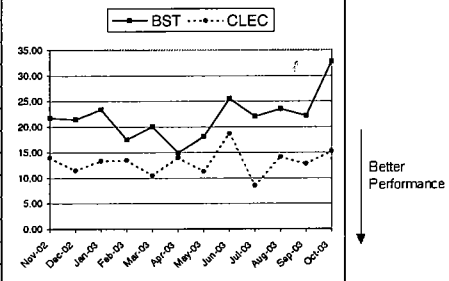
(Interval Between Order Issuance and Completion)

Numerator Indicates total of order completion intervals for this disaggregation in the reporting period.

Volume Indicates total number of service orders completed for this disaggregation in the reporting period.

C.2.1 Local Interconnection Trunks/AL (days)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	21.76	544	25	14.00	14	1	16.435	0.4630	YES
Dec-02	21.43	1,264	59	11.50	69	6	12.336	1.8784	YES
Jan-03	23.41	796	34	13.36	147	11	11.298	2.5640	YES
Feb-03	17.51	858	49	13.45	148	11	7.357	1.6522	YES
Mar-03	20.09	1,065	53	10.45	115	11	8.070	3.6053	YES
Apr-03	14.90	760	51	14.00	154	11	6.360	0.4266	YES
May-03	18.16	345	19	11.27	169	15	11.310	1.7641	YES
Jun-03	25.50	969	38	18.67	168	9	13.600	1.3554	YES
Jul-03	22.08	1,413	64	8.50	51	6	10.919	2.9127	YES
Aug-03	23.55	895	38	14.14	198	14	9.978	3.0165	YES
Sep-03	22.18	887	40	12.82	141	11	10.190	2.6970	YES
Oct-03	32.82	2,232	68	15.25	122	8	11.650	4.0357	YES

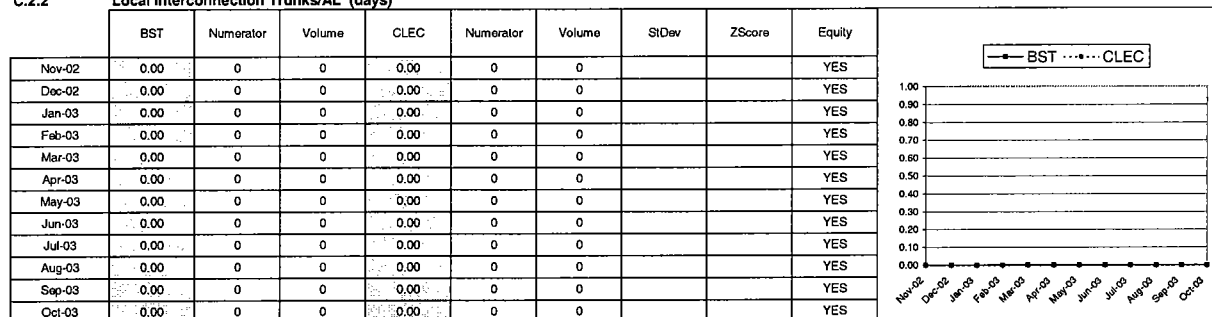


Alabama I, November 2002 - October 2003  
Local Interconnection Trunks - Provisioning  
Held Orders

(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator Indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.  
Volume Indicates total number of trunk service orders for this disaggregation in the reporting period held for BellSouth reasons.

C.2.2 Local Interconnection Trunks/AL (days)



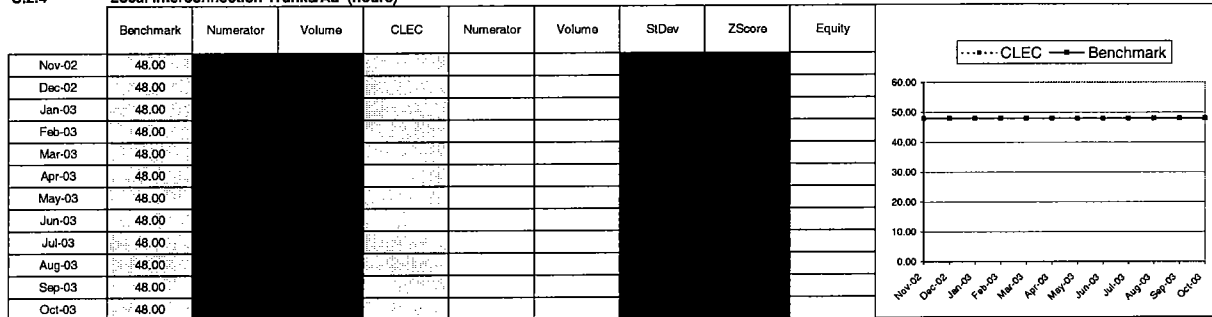
Alabama I, November 2002 - October 2003  
Local Interconnection Trunks - Provisioning  
Average Jeopardy Notice Interval

(Average Time of Advanced Warning that Order is in Jeopardy Prior to Due Date)

Numerator indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

C.2.4 Local Interconnection Trunks/AL (hours)

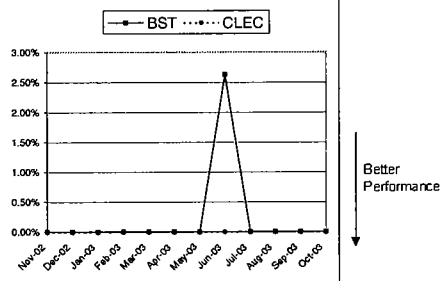


Alabama I, November 2002 - October 2003  
Local Interconnection Trunks - Provisioning  
% Missed Installation Appointments  
(% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume indicates total trunk orders for this disaggregation completed in the reporting period.

C.2.5 Local Interconnection Trunks/AL (%)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	0.00%	0	25	0.00%	0	3			YES
Dec-02	0.00%	0	60	0.00%	0	7			YES
Jan-03	0.00%	0	35	0.00%	0	15			YES
Feb-03	0.00%	0	49	0.00%	0	16			YES
Mar-03	0.00%	0	53	0.00%	0	14			YES
Apr-03	0.00%	0	53	0.00%	0	24			YES
May-03	0.00%	0	19	0.00%	0	15			YES
Jun-03	2.63%	1	38	0.00%	0	11		0.4802	YES
Jul-03	0.00%	0	64	0.00%	0	6			YES
Aug-03	0.00%	0	60	0.00%	0	16			YES
Sep-03	0.00%	0	45	0.00%	0	12			YES
Oct-03	0.00%	0	82	0.00%	0	12			YES





Alabama I, November 2002 - October 2003  
Local Interconnection Trunks - Provisioning  
% Provisioning Troubles within 30 Days

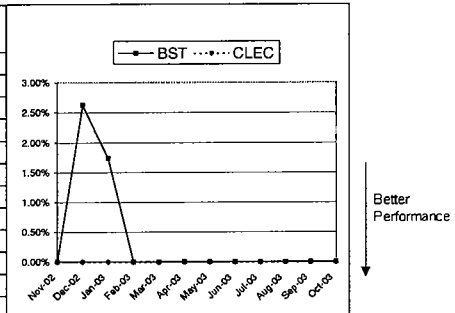
(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator Indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.

Volume Indicates total number of trunk service orders for this disaggregation in the previous reporting period.

C.2.6 Local Interconnection Trunks/AL (%)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	2,105	0.00%	0	744			YES
Dec-02	2.62%	24	915	0.00%	0	288		2.4291	YES
Jan-03	1.74%	48	2,765	0.00%	0	1,128		3.7621	YES
Feb-03	0.00%	0	2,400	0.00%	0	1,236			YES
Mar-03	0.00%	0	49	0.00%	0	16			YES
Apr-03	0.00%	0	53	0.00%	0	14			YES
May-03	0.00%	0	53	0.00%	0	24			YES
Jun-03	0.00%	0	30	0.00%	0	10			YES
Jul-03	0.00%	0	38	0.00%	0	11			YES
Aug-03	0.00%	0	64	0.00%	0	6			YES
Sep-03	0.00%	0	60	0.00%	0	16			YES
Oct-03	0.00%	0	45	0.00%	0	12			YES



Alabama I, November 2002 - October 2003  
Local Interconnection Trunks - Provisioning  
Average Completion Notice Interval

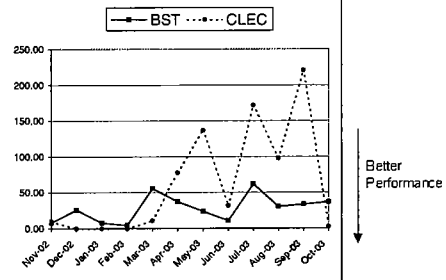
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

C.2.7 Local Interconnection Trunks/AL (hours)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	8.05	193	24	10.18	31	3	27.575	-0.1264	YES
Dec-02	26.08	1,565	60	0.02	0	5	68.790	0.8141	YES
Jan-03	7.46	261	35	0.13	2	15	27.771	0.8558	YES
Feb-03	4.45	227	51	0.06	1	17	18.100	0.8657	YES
Mar-03	55.68	3,452	62	10.73	161	15	144.492	1.0811	YES
Apr-03	37.17	2,230	60	77.37	2,089	27	139.260	-1.2457	YES
May-03	23.77	499	21	136.71	2,598	19	203.387	-1.7538	NO
Jun-03	10.66	405	38	31.76	349	11	51.126	-1.2054	YES
Jul-03	61.88	3,960	64	171.41	1,028	6	165.093	-1.5539	YES
Aug-03	30.39	1,823	60	97.57	1,561	16	218.251	-1.0940	YES
Sep-03	33.52	1,508	45	220.59	2,647	12	343.291	-1.6773	NO
Oct-03	36.95	3,030	82	2.41	29	12	99.118	1.1275	YES

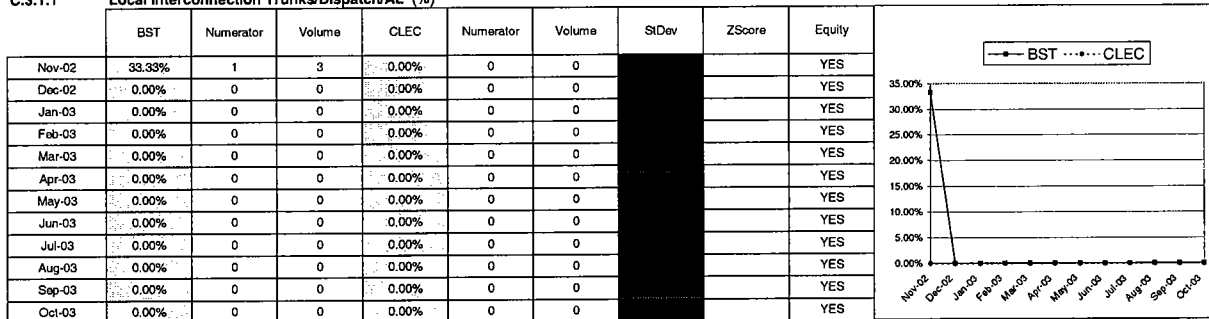


Alabama I, November 2002 - October 2003  
Local Interconnection Trunks - Maintenance and Repair  
Missed Repair Appointments

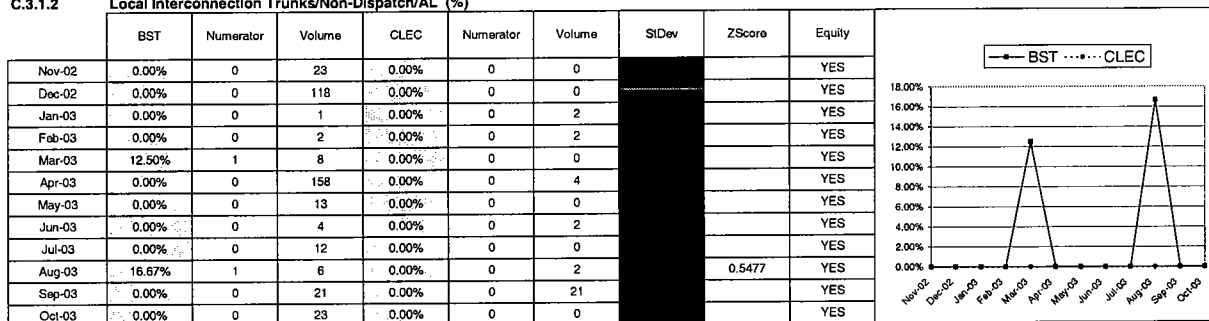
(% of Appointments Not Met)

Numerator Indicates total number of appointments not met in the reporting period.  
Volume Indicates total trouble reports for this disaggregation closed in the reporting period.

C.3.1.1 Local Interconnection Trunks/Dispatch/AL (%)



C.3.1.2 Local Interconnection Trunks/Non-Dispatch/AL (%)

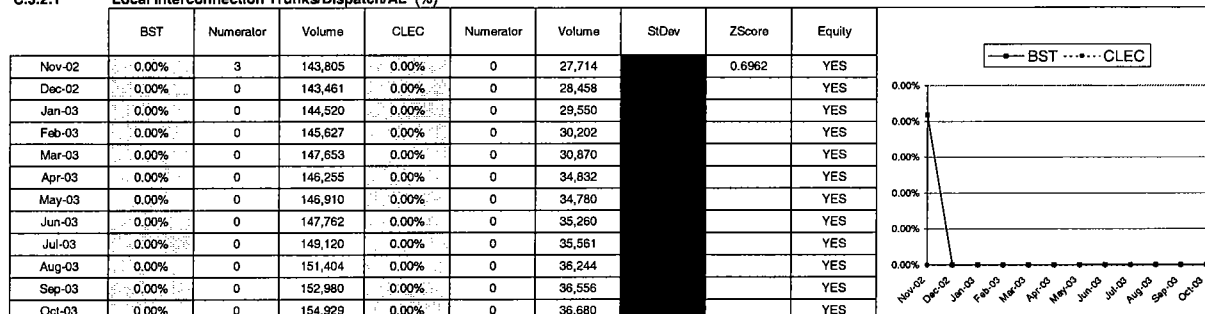


Alabama I, November 2002 - October 2003  
Local Interconnection Trunks - Maintenance and Repair  
Customer Trouble Report Rate  
(% of Total Troubles Reported)

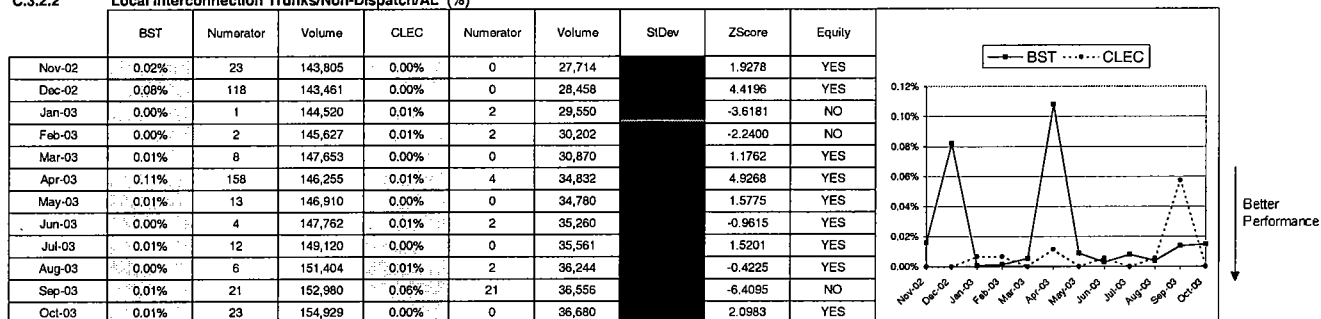
Numerator indicates total number of troubles reported for this disaggregation.

Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

C.3.2.1 Local Interconnection Trunks/Dispatch/AL (%)



C.3.2.2 Local Interconnection Trunks/Non-Dispatch/AL (%)



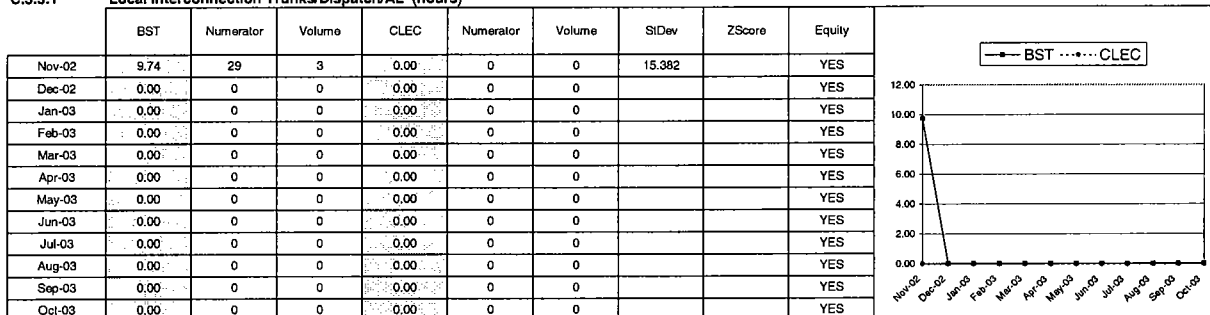
Alabama I, November 2002 - October 2003  
Local Interconnection Trunks - Maintenance and Repair  
Maintenance Average Duration

(Duration from the Start to Finish of a Trouble)

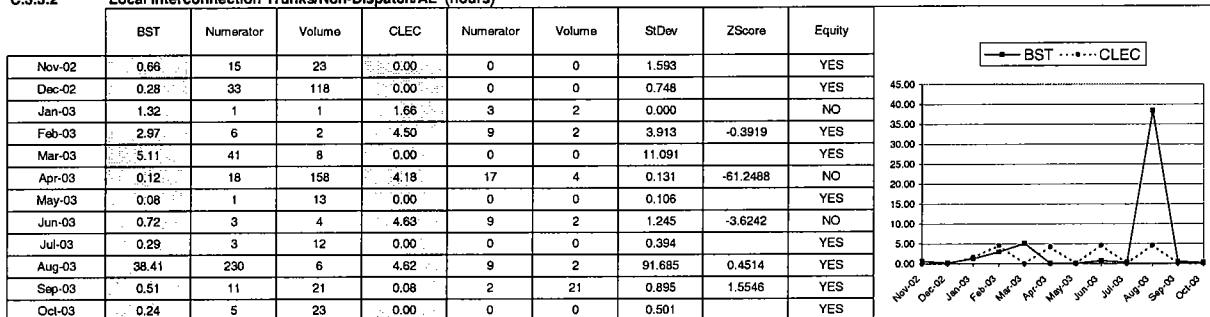
Numerator indicates total of trouble durations for this disaggregation in the reporting period.

Volume indicates total closed troubles for this disaggregation in the reporting period.

C.3.3.1 Local Interconnection Trunks/Dispatch/AL (hours)



C.3.3.2 Local Interconnection Trunks/Non-Dispatch/AL (hours)



Alabama I, November 2002 - October 2003  
Local Interconnection Trunks - Maintenance and Repair

% Repeat Troubles within 30 Days

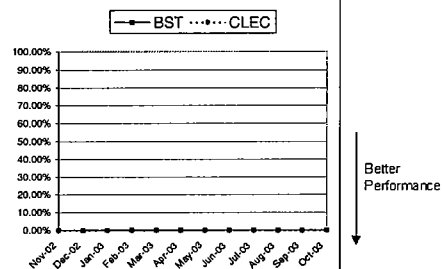
(% of Troubles that Repeated within 30 Days)

Numerator indicates total number of troubles that repeated within 30 days in the reporting period.

Volume indicates total trouble reports for this disaggregation closed in the reporting period.

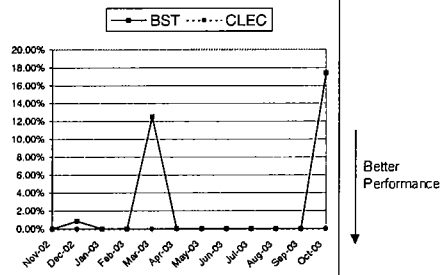
C.3.4.1 Local Interconnection Trunks/Dispatch/AL (%)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	0.00%	0	3	0.00%	0	0			YES
Dec-02	0.00%	0	0	0.00%	0	0			YES
Jan-03	0.00%	0	0	0.00%	0	0			YES
Feb-03	0.00%	0	0	0.00%	0	0			YES
Mar-03	0.00%	0	0	0.00%	0	0			YES
Apr-03	0.00%	0	0	0.00%	0	0			YES
May-03	0.00%	0	0	0.00%	0	0			YES
Jun-03	0.00%	0	0	0.00%	0	0			YES
Jul-03	0.00%	0	0	0.00%	0	0			YES
Aug-03	0.00%	0	0	0.00%	0	0			YES
Sep-03	0.00%	0	0	0.00%	0	0			YES
Oct-03	0.00%	0	0	0.00%	0	0			YES



C.3.4.2 Local Interconnection Trunks/Non-Dispatch/AL (%)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	0.00%	0	23	0.00%	0	0			YES
Dec-02	0.85%	1	118	0.00%	0	0			YES
Jan-03	0.00%	0	1	0.00%	0	2			YES
Feb-03	0.00%	0	2	0.00%	0	2			YES
Mar-03	12.50%	1	8	0.00%	0	0			YES
Apr-03	0.00%	0	158	0.00%	0	4			YES
May-03	0.00%	0	13	0.00%	0	0			YES
Jun-03	0.00%	0	4	0.00%	0	2			YES
Jul-03	0.00%	0	12	0.00%	0	0			YES
Aug-03	0.00%	0	6	0.00%	0	2			YES
Sep-03	0.00%	0	21	0.00%	0	21			YES
Oct-03	17.39%	4	23	0.00%	0	0			YES



Alabama I, November 2002 - October 2003  
Local Interconnection Trunks - Ordering  
Reject Interval

(% of CLEC Reject Notifications within 4 days)

Numerator indicates total number of reject notification intervals for this disaggregation in the reporting period.

Volume Indicates total number of service requests for this disaggregation in the reporting period.

C.1.2

Local Interconnection Trunks/AL (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%			100.00%	4	4			YES
Dec-02	85.00%			100.00%	13	13			YES
Jan-03	85.00%			94.44%	17	18			YES
Feb-03	85.00%			100.00%	22	22			YES
Mar-03	85.00%			100.00%	11	11			YES
Apr-03	85.00%								
May-03	85.00%			92.31%	12	13			YES
Jun-03	85.00%			100.00%	2	2			YES
Jul-03	85.00%			100.00%	7	7			YES
Aug-03	85.00%			83.33%	5	6			NO
Sep-03	85.00%			100.00%	8	8			YES
Oct-03	85.00%			100.00%	8	8			YES

